

## Section Two Scope of Work

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## **SECTION TWO SCOPE OF WORK**

### **A. OVERVIEW**

Sound Transit plans, builds, and operates regional transit systems and service to improve mobility within the Central Puget Sound region. To accomplish this goal, Sound Transit operates two light rail lines, two commuter rail lines, and 28 express bus routes that together are expected to carry 50 million passengers in 2018. Approximately 795,000 annual hours of service and 630,000 annual trips will be operated to achieve this goal. ST Express bus service offers fast and frequent service connecting Snohomish, King, and Pierce Counties with over 50 transit centers and park-and-ride lots. Sound Transit provides this regional commuter bus service via service agreements with Sound Transit's operating partners: King County Metro, Pierce Transit, and Community Transit.

As the Puget Sound region continues to grow, congestion on major highways and arterials is increasing. Over the past several years, traffic and travel times along key corridors served by ST Express have increased significantly. Since September 2015, Sound Transit has invested over 47,000 annual service hours throughout the ST Express system to provide new connections, provide new capacity to meet growing demand, and address congestion. Another 15,000 annualized service hours were invested in September 2017 system-wide to address on-time performance and reliability concerns.

Despite the added hours, traffic congestion continues to reduce service reliability, and during the spring of 2017, seventeen routes did not meet the on-time performance standard of at least 85 percent of trips arriving at time points within five minutes of schedule. Construction projects along major freeway arterials over this past summer have led to a lower on-time performance. To boost performance, Sound Transit needs to add more buses and operating hours to the service.

Due to current maintenance base constraints at each of the of the partner agencies, Sound Transit is seeking to contract with a third party to assume initial operation of approximately 14 buses and 11,800 annual service hours, some of which are currently operated by Sound Transit's existing partners. As initially planned, the Contractor will operate ST Express Routes 540 (Kirkland-University District and 541 (Redmond/Overlake-University District). The contract scope is expected to expand over time to approximately 55 buses operating 81,000 revenue hours. The Contractor will operate buses provided by Sound Transit and manage all aspects of the project in a "turnkey" manner. The anticipated first day of service is March 22, 2020.

Two additional routes are planned to be added approximately six months following the start of service at a subsequent service change date. All of these routes are located in and feed the State Route 520 corridor connecting the east side of King County with the University of Washington area on the west side of Lake Washington. This grouping of routes within the same corridor may create an opportunity to interline for efficiency. As in any transit agency, the actual routing and service hours are subject to change. See Appendix 2 Routes and Hours for service characteristics.

### **B. SERVICE MODEL**

Sound Transit is seeking a single contractor to operate service that might otherwise be impacted due to the lack of partner base capacity. The ideal contractor must demonstrate a proven commitment to the following principles:

- Safety for riders and drivers: Customer-centered service that is respectful and responsive. The Contractor will be expected to work with customers and community partners in the delivery of quality service
- Equitable access to service, including serving people with limited English proficiency
- Commitment to continuous improvement and cost containment without compromising service quality
- Innovative solutions

- Strong accountability for meeting and striving to exceed performance standards

Sound Transit believes that riders deserve friendly, timely, safe, clean and reliable transportation service. To that end, Sound Transit expects that the Contractor shall provide the necessary resources to meet those expectations.

The Contractor shall provide all required facilities and services, including but not limited to:

- An operating and maintenance facility
- Fuel and fueling equipment
- Facility and vehicle cleaning staff and systems
- Supervisors, coach operators, technicians, administrative staff
- Dispatching, scheduling and rostering work assignments
- Management, training, and supervision of administrative personnel
- Human Resource management
- All operator and staff training
- Payroll and benefit administration
- Insurance and risk management duties
- Facility equipment maintenance
- Inventory control, staff and system
- Fare collection and cash processing
- Other equipment, services or systems needed to the operation of ST Express service
- Vehicle maintenance for a fleet provided by Sound Transit
- Vehicle operations following schedules and dispatching instructions from control center dispatchers
- Information technology (IT) systems, including training and support for the systems

### C. GOALS

Sound Transit's goals in implementing the planned service model and in choosing a single contractor include:

- 1) Excellence: Demonstrated by delivering the highest level of customer service that is consistent, value-added to customers, increases efficiencies, and continuously improves processes and services. Customer satisfaction is a critical factor in how Sound Transit measures the success of ST Express service. Measures of performance that are important to customers include: on-time performance, safety, cleanliness, and dependability.
- 2) Collaboration: Sound Transit will collaborate with the Contractor to develop mechanisms and alternative approaches to engage riders about ST Express services, measure current customer satisfaction and identify areas for future improvements.
- 3) Performance: Sound Transit will monitor Contractor performance through direct oversight and the use of reasonable incentives that share costs and benefits between the Contractor and Sound Transit.
- 4) Value: Contractor performance and business approach minimizes costs while delivering quality service
- 5) Agility: To ensure continued success, the Contractor will be able to support and adapt to a dynamic business model.
- 6) Continuous Improvement: In order to create and maintain a culture of comprehensive continuous improvement, the Contractor and its employees at all levels shall be empowered to make

recommended changes to their processes. This includes decision processes that are continually refined to promote increased accountability and ownership at point of use.

- 7) Innovation: Sound Transit encourages work that questions existing practices and improves upon them, delivers innovative practices/programs within the Contractor's scope of responsibilities, and excels at delivering service improvements to customers. The Contractor is encouraged to explore new models of service delivery, maximize the use of existing systems, and partner with others to create and deploy new technologies or programs that will enhance service delivery.
- 8) Equity and Social Justice: The Contractor will provide a service that is equitable and socially just. The Contractor should strive to be inclusive and collaborative, diverse and people focused, responsive and adaptive, transparent and accountable, and racially just.
- 9) Continuity of Service: Sound Transit wants to ensure appropriate levels of service are maintained at all times and without interruption. Sound Transit has determined that labor harmony is essential to the proprietary interests of the Central Puget Sound Region.
- 10) Adaptability: Be open to change, development and flexibility including use of innovation in order to achieve an integrated, constantly improving and smoothly operating express bus service. The Contractor may be required to adopt policy/procedure changes and new programs.

#### **D. ROLES AND RESPONSIBILITIES**

##### **1. Sound Transit's Responsibilities**

- Monitor Contractor performance
- Develop policies for ST Express service, and ensure that the Contractor develops appropriate procedures to implement them
- Define service standards and performance criteria
- Define routes and schedules
- Produce and distribute rider service information
- Perform intake and response to complaints and commendations
- Set fares and fare policy
- Sell pre-paid fare media
- Supply revenue vehicles for service
- Work with the Contractor to identify and source best options for fuel

##### **2. Contractor's Responsibilities**

- Provide an operations and maintenance facility
- Provide all tools and equipment needed to monitor, diagnose, repair, fuel and clean revenue vehicles
- Ensure that all operations of vehicles and facilities as well as the administration of all aspects of hiring and managing employees meet federal, state and local laws
- This service may operate on roadways requiring a toll pass ("Good to Go"); Contractor is responsible for ensuring that all vehicles are equipped with a pass (transponder) and is also responsible for coordinating the exemption of transit vehicles with the state and any penalties resulting from the lack of a viable pass
- Recruit, hire, train all personnel and provide on-going management and supervision for scheduling, dispatch, vehicle operations, road supervision, maintenance, information technology, administration and any other positions necessary to operate the service

- Deliver, either directly or through subcontract arrangement(s), service to meet performance standards
- Schedule work for all employees and dispatch work to meet all service requirements
- Procure and manage parts and materials
- Provide information to riders about other regional transit services available to them as identified by Sound Transit
- Receive, research and respond to rider contacts within policy guidelines developed by Sound Transit; assist in the investigation of complaints involving employee conduct and performance and service delivery
- Supply non-revenue vehicles to support ST Express service delivery and Contractor operations (e.g. Supervisor vehicles, maintenance vehicles, general admin support)
- Collect fares and fare media, handle, account for, and report all fare revenues received during operation of the service
- Provide driver dispatching software/system
- Provide comprehensive IT infrastructure, operations and project support (service desk, technical manager, application manager, IT operations)
- Provide required office equipment and any other equipment deemed necessary to operate the service
- Verify and maintain all operational data and provide to Sound Transit in a timely manner
- Prepare and submit all operating reports on time and in the prescribed formats
- Develop “Policies and Procedures” (with Sound Transit) which will establish operating methods, procedures and protocols including processes that are standardized while allowing for flexibility in innovation in support of local needs
- Execute a labor harmony agreement in accordance with Paragraph I in Section Four – Proposed Agreement. A Labor Harmony Agreement is an agreement with any labor organization that represents or seeks to represent employees who perform the Scope of Work.
- Through a structure that uses continuous improvement methods, make recommendations on operating changes to the ST Express Operations Manager as they become apparent to improve the delivery of service for riders
- Provide all pertinent reports regarding incidents/accidents, rider complaints, etc., to Sound Transit within the prescribed timeline
- Monitor fuel usage and reporting (only cost of fuel used in ST Express revenue vehicles will be reimbursed)
- Participate in meetings and workshops with Sound Transit and riders; attend meetings with Sound Transit staff as required including a monthly meeting that addresses current operation performance and challenges faced by the Contractor and subcontractors as well as what steps will be implemented to overcome those challenges (subcontractor management attendance may also be required)
- Notify and obtain Sound Transit’s written consent prior to the use of any subcontractor in providing Sound Transit service
- Monitor to ensure subcontractors follow all the same Contractor standards for service delivery
- Notify Sound Transit of any change to policies, procedures, and other operational, maintenance, or security plans.

## **E. PERSONNEL**

### **1. Key Employees**

A “key employee” is defined as a member of the management team who is responsible for direct oversight of the execution of this contract.

The Contractor will not assign, remove, or reassign any key employees identified in its proposal at any time prior to, or after execution of the contract without notifying and gaining consent from Sound Transit in advance. The Contractor will obtain Sound Transit’s approval for any temporary or permanent replacement of key employees.

## 2. Personnel General Terms

At a minimum, the Contractor will:

- Provide sufficient qualified personnel to fulfill all the functions required by the contract and to maintain all equipment, facilities, and vehicles
- Be responsible for recruiting, training, supervision and evaluation of all employees
- Be solely responsible for the satisfactory work performance of all employees as described in this document or any reasonable performance standard established by Sound Transit
- Be solely responsible for payment of all employee and/or subcontractor wages and benefits
- Provide adequate staffing to compensate for absences in a manner that does not detract from staffing levels in other areas of this contract
- Ensure all employees who operate a Sound Transit revenue vehicle will be in the possession of the appropriate Commercial Driver’s License with proper medical clearance
- Have in place a written Drug and Alcohol Policy consistent with 49 CFR Part 40 & 655. A copy of that policy must be provided with the proposal

## 3. Specific Training for All Employees

The Contractor will provide training as necessary to ensure the provision of transit services as described in this Scope of Work. Sound Transit requires the Contractor to provide introductory and on-going training on the following subjects:

- Americans with Disabilities Act (ADA) of 1990
- Non-discrimination on the basis of Race, Color or Country of Origin
- Treatment of people with limited proficiency in English
- Avoidance of sexual harassment
- Managing hazardous materials
- Coping with blood borne pathogens
- Drug and alcohol abuse prevention
- Enhancing customer service

Documentation of all employees that complete training will be accurately tracked and maintained.

## **F. FACILITIES**

### 1. Facilities General

The Contractor, working with Sound Transit as needed, will secure a bus maintenance and operating facility. The facility must be able to accommodate a minimum combination of twenty-five (25) forty- and sixty-foot transit buses. Sound Transit anticipates that growth in the fleet will be needed and the Contractor should allow for parking and maintenance of as many as 60 sixty-foot vehicles.

The facility and its use must, at a minimum, adhere to the following:

- Have paved parking area to adequately accommodate all ST Express buses
- Provide the functions required for operations and maintenance



- Contain bus wash with under-carriage wash capability
- Have fuel tank fueling area
- Provide lubricant/fluid storage
- Operate security systems for fare collection areas
- Maintain suitable access to major streets and highways during all types of weather
- Provide exterior lighting and restricted/secure access to bus parking areas
- Provide sheltered inspection and quick repair area near bus pullout location(s) for technicians to address minor defects and store operating supplies and parts (outside mirrors, headlights, etc.)
- Comply with the Americans with Disabilities Act (ADA) of 1990

Other conditions:

- a) The Contractor must permit Sound Transit access to the facility for the purposes of inspection on an as-needed basis.
- b) The Contractor is responsible for all applicable zoning, conditional use permits, licensing fees and permits associated with the safe and legal operation of the facility.
- c) On-site maintenance and fueling facilities, storage tanks, inspection pits and work areas must conform to local zoning, state and federal requirements.
- d) In the event the Contractor cannot fulfill the entire term of the contract, Sound Transit will have first option to lease or purchase the facility or the portion required by this contract.
- e) Sound Transit reserves the right, upon completion or termination of this contract, to purchase at fair market value any or all equipment and systems purchased by the Contractor for performance of these services.
- f) If the facility is used for other purposes, the Contractor must demonstrate that the existing activity does not interfere or restrict the provision of fixed-route service as detailed in this contract.

Sound Transit reserves the right to inspect facilities before and after proposal evaluations. If Sound Transit proposes changes to the facility, the Contractor and Sound Transit will negotiate payment and liability at that time.

## 2. Security

The Contractor has responsibility to ensure reasonable security to the Sound Transit assets.

## 3. Hazardous Materials

The Contractor will be responsible for disposal of any hazardous waste. The Contractor will maintain all permits, licenses, management plans, pollution prevention plans, and pay all fees. (See Section Four, Paragraph Y Environmental Compliance and Sustainability.)

# **G. SERVICE OPERATION**

## 1. Service Delivery Plan

The Contractor must have an Operating Plan that, at a minimum, includes specific details to address the areas listed below.

- a) Dispatch and Operational Control  
Components of operational control and dispatch including how dispatcher/transit controllers will communicate with operators for safety and service integrity.

- b) Road Supervision  
All aspects of road/field supervision including staffing levels throughout the service day.
- c) Driver Performance  
All aspects of driver performance monitoring to include, at a minimum, safety compliance, customer service, overall adherence to operational policies and service standards.
- d) Maintenance Performance  
Maintenance performance monitored for compliance with the Contractor's vehicle maintenance plan.
- e) ADA Compliance  
Compliance with applicable aspects of the ADA Act of 1990. (Note: complementary paratransit services are not a part of this contract.)

## 2. Sound Transit Operating Procedures

Sound Transit requires its operating procedures be incorporated into the Contractor's Standard Operating Procedures (SOPs). The combined Sound Transit and Contractor's Standard Operating Procedures must be reviewed and approved by Sound Transit. The Contractor will ensure that Sound Transit's Bus Operations Manager has the most current copy. SOPs will describe procedures for drivers, dispatchers, field supervisors, maintenance staff and management. The Contractor will review the SOPs at least annually or more frequently as needed.

## 3. Uniforms

All uniforms must be approved by Sound Transit. The Contractor will ensure that all drivers and supervisors wear the proper uniform while on duty.

## **H. SAFETY**

The Contractor will develop, implement, and maintain a formal safety program.

As part of the Safety Program, the Contractor will provide records of safety violations and accidents to Sound Transit's Bus Operations Manager with a description of what training or other approaches were or will be taken to reduce future incidents.

As part of the Safety Program, a Safety Manual will address at minimum:

- Safety Training for all employees and subcontractors to include defensive driving and passenger safety
- Blood-borne Pathogens Program
- Hazardous Materials Program
- Inclement Weather Plan
- Pandemic/Infectious Disease Policy
- Accident Policy/Procedures

## **I. REVENUE VEHICLE MAINTENANCE**

### 1. General Vehicle Maintenance

Sound Transit will provide revenue vehicles for use in the provision of services. The Contractor will be responsible for the care and upkeep of all revenue vehicles.

The Contractor must provide a maintenance plan annually. The maintenance plan, at a minimum, will:

- a) Ensure all revenue vehicle maintenance meets or exceeds manufacturer's recommendation or is otherwise approved by Sound Transit.
- b) Ensure that all vehicles and on-board equipment are maintained in good operational condition including standard exterior appearance (e.g. repairs of body work and paint).
- c) Guarantee no vehicle will be placed in service that fails to comply with the Commercial Vehicle Safety Alliance North American Uniform Out-of-Service Criteria.
- d) Ensure all major repairs to revenue vehicles are performed by the Contractor or a Sound Transit–approved subcontractor.
- e) Not defer maintenance for any reason without consent of Sound Transit.
- f) Provide all repairs at the Contractor's expense and not bill repairs separately.
- g) Provide towing as needed at the Contractor's expense and not bill towing separately.
- h) Keep vehicles clean, inside and out.

## 2. Contractor Provided Vehicles

The Contractor will provide its own support vehicles and associated maintenance, fuel, and lubricants for those vehicles.

## 3. Fleet Roster and Spare Ratio

A schedule for planned vehicle replacement is provided in Appendix 3 Transition of Buses and Routes; this roster provides the types and average age of the vehicles Sound Transit will provide the Contractor. Sound Transit will provide sufficient vehicles to operate service plus a 20% spare vehicle ratio. Coordination is required between Sound Transit Service Planning and the Contractor at each service change to balance maximum use of vehicles with necessary spare ratio.

## 4. Equipment Return

Revenue vehicles returned to Sound Transit must be in operable condition (both mechanically and cosmetically), normal wear and tear excepted.

## 5. Warranty Repairs

The Contractor will process Sound Transit fleet warranty claims through the Contractor's existing warranty claim procedure.

Sound Transit expects the Contractor to pursue warranty claims to the maximum extent of coverage. The Contractor will provide a monthly report of warranty claims to Sound Transit Bus Operations Manager or designee.

In the event a warranty claim is challenged, the Contractor will immediately notify Sound Transit of the dispute and forward all related correspondence between the Contractor and the appropriate manufacturer. The Contractor may request Sound Transit's assistance in resolving disputes.

The Contractor will not take or fail to take any action that would void or diminish the effectiveness of the manufacturer's warranty for the buses provided under this contract.

## 6. Maintenance Logs and Files

The Contractor will keep complete and accurate records of all maintenance activities, including preventative maintenance and repairs performed on buses. A copy of the document requesting the repair (i.e., driver's

daily review, preventative maintenance review, customer complaint) will be attached to all repair/work orders to provide proper audit documentation. In addition, the Contractor will maintain records showing the periods during which each bus has been out of service for repairs.

At a minimum, these records need to include:

- Bus number
- Date of repair
- Detailed description of the complaint and/or repair
- Length of time vehicle is out of service

If the Contractor implements a computerized maintenance program; this program will be made continuously available to Sound Transit's Bus Maintenance Superintendent at his office location (read-only access is acceptable).

#### 7. Severely Damaged Buses

Should a bus be severely damaged, the Contractor will provide a detailed estimate of the repair cost and a recommendation as to whether it is more economical to replace or repair. Sound Transit will meet and confer with the Contractor within two weeks as to whether the bus will be replaced or repaired. The replacement must result in a vehicle of comparable size, model and condition. Replacement vehicles must be approved by Sound Transit.

#### 8. Fuel and Required Supplies

##### a) Fuel

Fuel shall be a direct reimbursable cost. This cost shall be for fuel used in revenue vehicles only. The Contractor may choose to purchase fuel independently or through Sound Transit's access to the State of Washington schedule for fuels, whichever is lower. Sound Transit will work with the Contractor to maximize the benefits of efficient purchasing, ordering and fuel usage. (See Part S. Compensation, 2. Basis of Compensation, g. Fuel Costs.)

##### b) Lubricants

The Contractor will supply all necessary lubricants and solvents including DEF. The quality will be equal to or exceed OEM standards.

##### c) Tires

The Contractor will provide and maintain tires for revenue vehicles throughout the term of the contract.

##### d) Spare Parts

The Contractor will provide parts and supplies required for the maintenance and operation of all vehicles (revenue and non-revenue) utilized in services. The inventory will be sufficient to minimize vehicle down-time and ensure that peak vehicle requirements are met. Sound Transit and the Contractor will determine appropriate inventory levels.

##### e) Tools, Equipment and Supplies

The Contractor will supply all tools, equipment, parts and supplies needed to maintain or repair the buses. Tools, equipment, parts and supplies will be of a quality adequate to maintain vehicles, facilities and equipment at a state of good repair.

### J. **FARE REVENUE**

#### 1. On-board Fare Collection

Drivers are responsible for enforcing Sound Transit fare policy. Drivers will use the fare collection system on the coaches as well as accept passes and both paper and mobile tickets authorized by Sound Transit.

Fares will be collected using cash through the farebox, use of paper and mobile tickets, or tapping a One Regional Card for All (ORCA) card on the ORCA reader. The ORCA equipment may require driver action for some ORCA card transactions. The driver will not normally handle fares except when assisting a person with a disability.

In the event of a nonfunctioning farebox or ORCA reader, all passengers may board without fare payment.

## **2. Revenue Processing**

All fares will be the property of Sound Transit. Sound Transit expects the Contractor to maintain strict internal controls for collecting, securing, counting and depositing fares.

The Contractor is responsible for removing fares from each farebox daily, or as otherwise directed by Sound Transit. Fares will be secured until turned over to the Contractor's bonded courier ensuring the funds are deposited into a designated Sound Transit bank account within two business days of the fare boxes being emptied. Fare media (non-cash) collected through the fare box will be returned to Sound Transit.

The Contractor will download fare box information (via probe) per the agreed upon procedures. At least weekly (more frequent is acceptable), the Contractor will provide a report detailing:

- Count of cash, passes, tickets and other fare media
- Weekly summary of farebox reports
- A deposit receipt for the week's deposits
- Variance analysis
- Returned fare media
- Driver operator reports resulting from non-functioning fare equipment

The Contractor will work cooperatively with Sound Transit to identify and address customers who habitually evade fare payment.

Equipment for fare collection and downloading and transmitting information will be provided by Sound Transit.

## **K. CUSTOMER INTERFACE**

### **1. Customer Comments**

All comments, complaints and commendations received by the Contractor, regardless of source, will be reported by the Contractor to Sound Transit's Bus Operation Manager or designee for inclusion in Sound Transit central customer information system.

The Contractor is expected to research and investigate all complaints, create and implement a resolution to each complaint and also will implement additional measures or instructions, oral or written, as directed by Sound Transit. The complaint, the response and the resolution must be reported to Sound Transit within three (3) working days.

### **2. Lost and Found**

The Contractor will tag, log and deliver to Sound Transit any lost items found on ST Express buses each weekday. Items should be tagged with a description of the item, route and time found.

## **L. REPORTING**

At a minimum, the Contractor is expected to provide the following reports on the specified basis:

### **1. Daily**

The Contractor will deliver to the ST Express Bus Operations Manager or designee a report by 9:00 AM each weekday morning for the day (or weekend) before.

- Summaries of all accidents, incidents, and reportable events
- List of all road failures including details such as time, vehicle number, route/direction, cause, driver, resolution
- List of all missed trips including details such as time, vehicle number, route/direction, cause, driver, resolution
- List of all late trips including details such as time, vehicle number, route/direction, cause, driver, resolution
- Description of Special Service operated including details such as time, vehicle number, route/direction, passenger count
- General Conditions that affected service provision (i.e., detours, road closures, extraordinary traffic conditions)
- Defect Reports for mechanical defects including accessible equipment failure on any vehicle (as needed)

## 2. Weekly

The Contractor will deliver a report to Sound Transit Bus Operations Manager or designee no later than three (3) working days after the end of the reporting period including but not limited to:

- Number of scheduled trips for each day
- Number of Extra Service trips provided each day
- Total trips scheduled (scheduled plus Extra)
- Number of Special Service events/trips
- Number of actual completed trips
- % Completed (Actual divided by total scheduled)
- On-time performance
- Fleet Availability (as measured at the weekday maximum service load averaged for the week)
- Vehicle Down list (buses not available for service and the reason for being out of service)

## 3. Monthly

The Contractor will deliver a report to Sound Transit's Bus Operations Manager by the 25th day of the month following. The prescribed report format will be provided.

## 4. NTD Reporting

The Contractor will collect, record, report and maintain data as required by Federal Transit Administration (FTA) under the National Transit Database (NTD) reporting requirements. The Contractor will deliver its preliminary submittal to Sound Transit no later than March 25th for the previous calendar year or 60 days after contract termination/expiration as part of a transition plan. At the Contractor's expense, the NTD data will be reviewed by an independent auditor as described in FTA's annual NTD reporting manual. The annual NTD data must be prepared and signed off by the independent auditor no later than 90 days following the end of the calendar year.

The Contractor will submit as required other FTA required reports including by not limited to:

- Equal Employment Opportunity (EEO) reports
- Disadvantaged Business Enterprise (DBE) reports
- Safety Statistics
- Security Statistics

- Annual Drug and Alcohol Testing MIS reports

## 5. Other Reports

Other reports may be required for record keeping, performance monitoring or reporting to other agencies such as the FTA or Washington State Department of Transportation (WSDOT).

## **M. PLANNING**

### 1. Annual Planning

The Contractor will provide support to Sound Transit's service planning process as it relates to ST Express Bus Service provided under this contract. This process includes field analysis, route planning and schedule preparation.

Sound Transit will provide The Contractor with preliminary route designs for ST Express Bus Service through the Service Implementation Plan (SIP). The preliminary route design will include stop locations, service frequencies, service spans, and the estimated number of platform and revenue hours by day of operation.

### 2. Design Schedules

Sound Transit may request schedule design models. Design models are schedules which have been created and generally tested by Sound Transit staff and then refined by planning staff through HASTUS (or its successor software program). These schedules are not considered final nor is the production of these schedules intended to be "what-if" or iterative. These schedules will be used to support the preparation of the SIP.

The Contractor will work with Sound Transit to create procedures for the transfer of Sound Transit schedule files in a format and timing acceptable to both parties.

### 3. Service Implementation Plan

The Contractor will review the SIP, approximate the number of operators and vehicles required and if satisfied that the Contractor can provide the service without any concerns, the Contractor will provide a written statement to this effect. If the Contractor does have concerns, the Parties will meet in an attempt to resolve the Contractor's concerns until the Contractor can provide the written statement above or the concerns are settled through the dispute resolution process.

### 4. Service Change Process

Sound Transit will coordinate service changes in conjunction with scheduled service change dates (currently March and September). Service changes, both major and minor in nature, will be developed and managed using the following Sound Transit guidelines.

- 149 days prior to service change – Sound Transit distributes "Service Package #1", including estimated Platform and Revenue Hours and peak/off peak coach requirements.
- 120 days before the service change – The Contractor must provide Sound Transit with comments on Service Package #1 and inform Sound Transit of any changes to facilities or signage that will be required by the Sound Transit service changes.
- 105 days prior to service change – Sound Transit will provide "Service Package #2" addressing any concerns raised by the Contractor.
- 100 days prior to service change – Sound Transit will provide preliminary schedules for review.

- 85 days before service change – Sound Transit will create and provide final schedules and headway reports downloaded through HASTUS. The Contractor will conduct an internal quality control process to ensure accurate delivery of schedule data. The Contractor will prepare vehicle blocking, driver runs and summaries of vehicle statistics reports, schedules and headway reports. Any change after 85 days is defined as an unpredicted service change.

The Contractor will establish and provide complete run-cutting, driver scheduling, deadhead routing, dispatching, and supervision in a manner that passengers may safely, reliably and efficiently be provided commuter bus services. The Contractor will take all actions necessary to maximize efficient utilization of the service and to minimize the cost of such services to Sound Transit balanced with providing a reliable service.

For each service change, Sound Transit and the Contractor will jointly and in a timely fashion, review the service change package, Sound Transit fleet plan, and the preliminary schedules to gain consensus as to the fleet requirement for operations and maintenance. (See Part I. Revenue Vehicle Maintenance, 3. Fleet Roster and Spare Ratio).

#### 5. Coordination with Local Jurisdictions

Sound Transit will facilitate coordination of ST Express Bus Service with affected jurisdictions through the use of its public partner in each county as necessary including:

- Bus stops, passenger shelters, signage, and other passenger amenities
- Modifications due to construction activities
- Layovers, restroom access for transit operators, and other accommodations

### **N. SIGNAGE**

#### 1. On-board Signage

The Contractor is responsible for ensuring that all electronic destination signs are functioning properly or have other exterior signage that is clear, accurate and easy to read.

A specific number of decals are required to be posted on the interior and exterior of the vehicle. Sound Transit will work with the Contractor to develop a comprehensive list including specifications as to location, message and font.

#### 2. On-Street Signage

Sound Transit will coordinate the posting of new or revised signage for service changes or for long-term route disruptions. The Contractor will be required on an as-needed basis to post temporary Rider Alert notices or signage boards.

### **O. SERVICE DESCRIPTION and DEFINITIONS**

#### 1. Hours

Sound Transit bus service operates every day of the year including weekdays, Saturdays, Sundays, and holidays. Hours of service are generally 4:00 a.m. until 1:00 a.m. on weekdays, and from 5:00 a.m. until 1:00 a.m. Saturdays and Sundays. Holidays may have special operating hours. Current times of operation can be seen in the schedules as described online at [www.soundtransit.org](http://www.soundtransit.org) or in Sound Transit's "Ride the Wave" publication. Sound Transit may expand or reduce these hours at its discretion for service intended to meet ridership demands due to special events at times outside the general hours of service operation.

Revenue Hour for billing purposes is defined as the time spent in revenue service as specified in the timetables (schedules) supplied by Sound Transit; this excludes deadhead and layover/recovery time. For clarity, when this contract refers to revenue hours for billing purposes, the term "Billable Revenue Hour" will be used. Similarly, Billable Revenue Miles are the miles traveled during Billable Revenue Hours.



Revenue Hour as defined by the National Transit Database (NTD) and used for NTD reporting should be “the hours comprised of running time and layover/recovery time.” For clarity, when this contract refers to revenue hours as defined by National Transit Database, the term “NTD Revenue Hour” will be used.

Compensation will be on the basis of Billable Revenue Hour and Billable Revenue Mile. Since deadhead, layover and recovery are largely determined by the Contractor, the associated costs of deadhead, layover and recovery should be recovered as part of the Billable Revenue Hours.

Sound Transit reserves the right to increase or decrease service levels by 25 percent (25%) from the base level of revenue hours in any given year of the contract, without affecting contracted Billable Revenue Hour or Miles rates. In the event the 25 percent (25%) cap is exceeded and the annual/periodic service level falls outside the range, the Billable Revenue Hour/Mile rates will be subject to renegotiation.

## 2. Short-term Additional Service

### a) Extra Service

Extra Service is service in addition to regular service and operates on a route published in Sound Transit’s Ride the Wave Transit Guide or other Sound Transit bus schedule. Extra Service may be necessary due to non-emergency service disruptions or passenger overloads. To the extent the Contractor’s resources will allow, the Contractor will operate these services when requested by Sound Transit. The Contractor will respond to the Bus Operations Manager or designee to confirm that service will be implemented.

### b) Special Service

Special Service is service that is foreseen or unforeseen and that operates off-route of any publicized service including bus backup service that are used to transport passengers when there is a Sounder commuter rail service disruption. Sound Transit is not obligated to use the Contractor for Special Service and may use other partners or third-party contractors for this purpose. When asked, the Contractor, to the extent its resources will allow, will operate Sound Transit buses for Special Service when requested. The services will include buses, operators and other appropriate personnel.

For Sounder bus backup service, when passengers must be moved from train to bus or bus to train, Sound Transit will be responsible for directing its customers to the bus or train service. Sound Transit acknowledges that some training for Contractor personnel may be necessary in order to provide bridging service to support Sounder commuter rail. Sound Transit will pay for the cost of specialized training it approves.

## 3. Service Disruptions

Service may be temporarily suspended only upon concurrence of the Chief Executive Officer of Sound Transit or his/her designee. Except as provided, the service will be continuously operated throughout the term of this contract with the sole exception of Acts of Nature (Force Majeure).

The Contractor is expected to have administrative, dispatching/scheduling, maintenance and service facilities in locations that will allow for timely responses to Sound Transit route’s service interruptions such as, vehicle breakdowns and equipment failure, vehicle substitutions, accidents, and passenger and/or driver conflicts. As a guideline, Sound Transit expects the Contractor to arrive and respond to service interruptions and/or incidents within twenty (20) minutes of receiving notification.

### a) Detours and Re-routes

Sound Transit recognizes that, due to emergency, temporary, and in some cases long-term service disruptions, alternative routing may be necessary. Sound Transit will notify the Contractor as soon

as detours and re-routes are identified through formal channels. Similarly, the Contractor is expected to immediately notify the ST Express Bus Operations Manager or designee and to document (likely through the daily log) unexpected re-routes (usually due to traffic accidents, physical disruptions to roadways, etc.). The Contractor will verify the nature, duration, and number of bus stops affected for re-routes as they become known to the Contractor.

b) Road Failures

A Road Failure is any event which stops a vehicle from completing its revenue trip including but not limited to, mechanical failures, operator indisposition, and accidents. In order to ensure safe, reliable, and high quality service, the Contractor will respond to road failures in accordance with the agreed upon standard operating procedures and practices. (See Part G. Service Operation, 2. Sound Transit Operating Procedures.) Roadside maintenance is inclusive in the pricing of this proposal. The Contractor is responsible for documenting and reporting all road failures by categories established by the NTD.

c) Accidents/Incidents

The Contractor will provide accident and incident investigation/management for safety, security, employee and customer issues. The Contractor is responsible for all accident/incident response as well as management and legal requirements. The Contractor will require all employees to immediately report all accidents or incidents involving passengers or property, regardless of liability, severity, or damage. Upon learning of an accident or serious incident, the Contractor will notify within 30 minutes the Sound Transit Bus Operations Manager or his designee per Sound Transit's Operating Procedures. Follow-up accident and incident report documentation will be submitted to Sound Transit no later than 8:00 a.m. on the business day following the accident or incident.

The Contractor is expected to provide a detailed report of accidents including information on driver's name, preventability, injuries and damage and will be included in the Contractor's monthly report.

The Contractor will make itself available to assist in the preparation, trial, or defense of any claim arising from the service provided hereunder.

d) Inability to Perform Service

In the event that the Contractor suffers a shortage of available buses or drivers, or if any other reason prevents the Contractor from performing any schedule or route on any day, the Contractor will notify the ST Express Bus Operations Manager or designee within one hour of receiving knowledge of the situation. Notification will be made in person, telephone, facsimile, or e-mail.

e) Adverse Weather

In the event of inclement weather (for example, snow, ice, or storm), the Chief Executive Officer or his/her designee will determine the waiving of service standards. Sound Transit will include the Contractor in its annual adverse weather planning efforts and provide to the Contractor a copy of the Adverse Weather Plan.

f) Emergency Procedures

In the event of an emergency or natural disaster, the Contractor will make available, to the maximum extent possible, transportation and communications services and facilities to assist Sound Transit in minimizing the effects of such events. The Contractor will be entitled to be paid reasonable compensation for providing such emergency services and facilities provided. One-time expenses stemming from unforeseen situations and Force Majeure seriously impacting service may be subject to negotiation.

#### 4. Continuity of Operations Plan (COOP)

Sound Transit has committed to preparing and having immediately available a Continuity of Operations Plan (COOP). A COOP is a document or a series of documents which includes all data and resources necessary to continue operating transit services and to recover fully from any major natural or man-made disastrous event. The Contractor is expected to prepare and have immediately available such a plan for this specific operating facility and service. Sound Transit and Contractor will mutually share such data and resources as deemed necessary to ensure the recovery of the transit system regardless of the severity of the event. Joint planning between Sound Transit and the Contractor may be necessary and will include how and when compensation may be needed. The proposal must include a brief description of how such a COOP will be created and by when.

#### 5. Cooperation with Other Transit Agencies

Sound Transit's jurisdiction spans three counties and many cities. The jurisdiction also includes overlapping areas with four other public transit agencies: Pierce Transit, King County Metro, Community Transit and Everett Transit. In addition, Microsoft Corporation also operates a significant private transit system. Stations, centers, bus bays, stops etc. are quite often used by more than one agency. Sound Transit is committed to working cooperatively with each of the agencies and jurisdictions. The Contractor is expected to also operate in a spirit of cooperation and mutual benefit. In the event a conflict does arise, the Contractor will immediately notify and involve Sound Transit's Bus Operations Manager.

### **P. TECHNOLOGY**

Once the fleet has been fully transitioned, all vehicles are expected to have 100% of all voice and data communications, onboard, camera and fare equipment installed and functioning.

Any software that is installed by the Contractor on Sound Transit equipment must be installed for the purpose of supporting this contract and legally licensed with proof of license available for review/audit by Sound Transit.

The Contractor's technology plan must include at a minimum:

- Details on how the computerized system will be maintained including software, hardware, and network infrastructure, complete system backup including database backup and test restoration plans
- Specific IT security and underlying policies
- A contingency plan in the event of computerized system failures including on-board functions, data radios, and the Smart Card (ORCA) system and including, for example, how the driver will collect boarding counts and provide required ADA stop announcements
- A list of on-board equipment and whether existing equipment on Sound Transit buses will be used

#### 1. Communications

The Contractor is expected to provide a communication system which allows, at a minimum, bus drivers, supervisors and dispatch to communicate. All portions of the service area assigned to the Contractor must be within its coverage and coverage must continue throughout the entire service day. Issuance of cellular phones is not acceptable as a sole voice communications system for transit operations.

#### 2. On-board Equipment

On-board equipment includes at a minimum, annunciators, computer assisted device/automated vehicle locator (CAD/AVL) and automatic passenger counter (APC) equipment. The Contractor is responsible for providing all on-board equipment. Sound Transit will identify what equipment will be available from vehicles transitioning to the Contractor from another operating partner.

During the term of the contract, the Contractor will ensure run cuts and/or other schedule-related data are kept up to date in the on-board system. The Contractor will immediately communicate any changes in run cuts to the Bus Operations Manager.

### 3. Cameras

Sound Transit provides cameras for all buses owned and operated for Sound Transit. The Contractor will be responsible for maintenance of all security cameras installed on Sound Transit buses.

### 4. Fare Equipment

#### a) ORCA

ORCA is a system of smart card readers and related technology which facilitates fare collection and processes fares and transfers on other transit, rail, and ferry service providers in the region. The Contractor will operate and maintain the regional fare payment system for ST Express service.

Sound Transit will provide ORCA equipment for each revenue vehicle. As of 2017, the components and software to be provided includes On-Board Fare Transaction Processor (OBFTP), a Driver Display Unit (DDU), and associated brackets, cradles, and communication devices. Sound Transit will provide the central system support for ORCA functions.

The Contractor will have sufficient staff and knowledge to support ORCA functions (DDU, OBFTP), and will be fully qualified to provide all the reporting and audit data requested by Sound Transit.

Sound Transit will participate in a major change of the ORCA system. This new plan currently called ngORCA (ORCA next generation) is being designed with launch expected in 2021.

#### b) Fareboxes

Sound Transit has installed GFI fareboxes on all buses. The Contractor should be ready to accommodate start-up buses that will be equipped with GFI Cents-a-Bills fareboxes. The Contractor should also plan to accommodate buses that will be equipped with GFI Fast Fare fareboxes in the future. Sound Transit and the Contractor will meet to discuss operations and maintenance for Fast Fare fareboxes prior to assignment and transfer of buses.

### 5. Regional Data Base

The Contractor is expected to participate and give full cooperation to creation and operation of the regional database. This database supports Real Time Information provided to customers, allows for joint and mutually trip planning data, and provides service planning data that can be used by all public planning agencies in the region.

### 6. Asset Management

Sound Transit and the Contractor will work towards integration of Sound Transit Asset Management software with processes or systems used by the Contractor.

## **Q. ADVERTISING ON REVENUE VEHICLES**

Sound Transit has engaged a vendor to sell advertising space on all Sound Transit vehicles. The advertising vendor needs to have access to vehicles at the operating base to add or remove advertising. The Contractor will make every effort to allow access for the advertising staff and subcontractors to the vehicles as long as it does not affect the availability of the vehicles for service.

No portion of any revenue or consideration received by Sound Transit in connection with such advertising will be paid to the Contractor.

The Contractor will not affix and will not permit to be affixed to or distributed on any vehicle any other advertising, political or other printed or published material and will not utilize or permit to be utilized any loud speaker, video or other device for the purpose of such advertising or other communication other than as designated by Sound Transit.

## R. PERFORMANCE

### 1. Performance Standards

Sound Transit utilizes performance standards to strive for quality, reliable transportation service to the public. The Contractor will establish goals, procedures and policies to actively achieve all of the performance standards. Performance standards are reported daily, monthly and annually.

	<b>Performance Standards</b>	
Performance Area	Description	Standard
	See Definitions for more information	
On-time Performance	Percent of time points served zero minutes early and less than five minutes late.	≥90%
Cancelled Trips	Whole bus trips not operated as percent of total trips regardless of reason	≤ 0.1%
Incomplete Trips	Trips that start at beginning terminal but did not reach the end terminal as a percent of total trips regardless of reason	≤ 0.1%
Interior Detail	Completed interior bus detailing within 10% of target	≥90%
Exterior Clean	Completed exterior bus wash each service day, % of time.	≥95%
Bus Accidents	Number of preventable accidents per 100,000 odometer miles (total miles)	≤0.8
Preventive Maintenance	Percent of preventive maintenance inspections performed within the required interval	≥90%
Customer Service	Ratio of customer complaints per total boardings	15/100,000
Security	Percent of NTD defined security-related incidents per total boardings	<0.01%
Vehicles Available	Percent of weekday PM peak vehicles available averaged for month	≥90%
ADA stop announcements	Made inside and to awaiting passengers	100%

## 2. Performance Monitoring

ST Express staff will be responsible for monitoring the Contractor performance with the support of other Sound Transit departments. Sound Transit will coordinate performance activities and reporting requirements.

The Contractor key employee and ST Express Bus Operation Manager or designee will meet on a monthly basis to evaluate service performance and resolve operational or policy issues. The meetings are intended to provide feedback necessary to make adjustments and to encourage a high level of performance.

Once a contract has been awarded, the Contractor and ST Express Bus Operations Manager will meet to refine the procedures for monitoring this contract.

## **S. COMPENSATION**

### 1. Subcontracting

Any subcontractors must be approved by Sound Transit and paid by the Contractor.

### 2. Basis of Compensation

#### a) Baseline

The basis for determining baseline cost will be Billable Revenue Hours and Billable Miles (see Section Two Part O. Service Description and Definitions, 1. Hours.) Route mileage and schedule hours for each route, as currently operated, will be provided. Billable Revenue Hours and Miles may be modified through the Service Change process described in Section Two Part M. Planning, 4. Service Change Process.

Sound Transit will pay for actual Billable Revenue Hours and Miles operated when appropriate documentation is provided. Sound Transit will work in a timely fashion with the Contractor to verify the method used to measure actual hours and miles.

#### b) Additional Service

Additional service, either Extra Service or Special Service, as described in Section Two Part O. Service Description and Definitions, 2. Short-term Additional Service, may be requested by Sound Transit. As is common in the industry, Sound Transit and the Contractor will establish marginal rates for additional service that reflect only the costs that vary with minimal incremental revenue hours and miles.

Additional service will be invoiced as a line item on the monthly invoice with backup documentation that includes:

- Date of service
- Locations of service
- Revenue miles
- Billable Revenue Hours (NTD Revenue Hours must also be calculated for use at end of year NTD reporting)
- Billable Revenue Miles (NTD Revenue Hours must also be calculated for use at end of year NTD reporting)
- Platform miles
- Platform hours
- Number of trips
- Number of passengers carried

c) Additional Supervision

In some cases Sound Transit may request additional and/or on-site supervision. The Contractor may create a Supervision rate per hour that includes only direct costs associated with the Supervisor. Such requests must be made and confirmed in writing.

d) Liquidated Damages and Incentives

Within the first ten days of each month, the Contractor and the ST Express Bus Operations Manager will meet to discuss and calculate actual performance, liquidated damages and incentive as appropriate. A mutually agreed list of actual earned credits and debits will be attached as part of the invoice backup documentation and the total of each category line item on the invoice. Liquidated Damages may be found in Section Four Proposed Agreement, Paragraph U Liquidated Damages and Incentives.

e) Fuel Costs

See Section Two Part I. Revenue Vehicle Maintenance, 8. Fuel and Required Supplies for further discussion of fuel.

Fuel will be a line item on the monthly invoice. The calculation of cost per gallon and gallons used will be shown in the invoice backup documentation and will utilize an average cost per gallon per month

Sound Transit and the Contractor agree to utilize the following method for estimating and paying fuel costs:

- The Contractor shall provide on a monthly basis (no more than five days past the start of the following month) a listing of all vehicles in the revenue fleet and amount of fuel pumped into each for the previous month. This is defined as the "gallons used" for that month.
- The Contractor agrees to submit such documentation of fuel costs as Sound Transit may require, including copies of receipts, charge slips, fuel supplier or vendor names and addresses, vehicular mileage figures, and other data which may substantiate the cost and use of fuel for the service.

f) Facility

See Section Two Part F. Facilities, 1. Facilities General for a description of Facilities.

The Contractor will bill Sound Transit for facility cost as a line item on the monthly invoice. Facilities does not include utilities or repairs/modifications to facilities.

g) Miscellaneous Expenses

The Contractor will confer with ST Bus Operations Manager or designee on the best method to invoice miscellaneous expenses before the expense is incurred (if possible) or at least before the invoice is submitted to Sound Transit.

3. Start-up Costs

Start-up costs will be amortized monthly over the course of twelve (12) months, starting the first month of revenue service. These costs must be entered on Proposal Form 1 Price in Section Three. While Sound Transit may, at its discretion, pay for extraordinary or unanticipated costs, start-up costs which could have been determined in advance, will not be considered.

**T. OTHER PARTS**

1. Media Relations

Sound Transit is the only authorized entity to communicate with the media about service. The Contractor will contact Sound Transit's Bus Operations Manager following all media requests and inquiries related to ST Express service.

## 2. On-board Surveys and Other Outreach Efforts

Drivers and other Contractor employees will, when requested by Sound Transit, hand out notices to passengers or otherwise render assistance to Sound Transit customer relations, surveying, promotion, monitoring, and supervisory functions. In distribution of surveys, the drivers may need to communicate with passengers regarding such surveys. No information or surveys may be distributed on the buses without Sound Transit's consent.

## **U. ACTIVITIES UPON STARTUP**

Sound Transit desires a smooth and efficient start-up and transition from the current partners. Sound Transit will work closely with the Contractor to establish a detailed transition plan including a timeline and required tasks. The first day of revenue service is scheduled for March 22, 2020.

General start-up tasks will include:

- Preparing the facility to receive vehicles
- Testing all back-office infrastructure including fare processing equipment
- Preparation of maintenance areas
- Stocking spare parts
- Receiving vehicles
  - Inspection
  - Installation of on-board equipment
  - Initiating vehicle maintenance records system
  - Final service preparation
- Employee on-boarding
- Pre-service training
- Establishing operator assignments
- Establishing daily work flow



## **APPENDICIES**

## APPENDIX 1 Sound Transit Service Area and Future Projects



## APPENDIX 2 Routes and Hours

### Phase 1

Route(s)	2018 In-Service Estimate	2018 Platform Hours	Annual Revenue Miles	Weekday Peak Vehicle Requirement	With Spares
540	5,622	8,613	96,609	4	5
541	6,181	10,877	134,861	7	9

### Phase 2

Route(s)	2018 In-Service Estimate	2018 Platform Hours	Annual Revenue Miles	Weekday Peak Vehicle Requirement	With Spares
542	13,145	22,326	280,744	9	11
545	55,771	81,295	1,038,982	25	30

Note: Sound Transit reserves the right to move from two phases to three (expand the number of buses and routes every six months), which will result in a slower ramp up.

### APPENDIX 3 Transition Phases of Buses and Routes

#### 1. Transition Routes 540, 541

Projected: March 2020

Year	Make	Model	Type	Total	Average Miles
2004	New Flyer	60-foot	Diesel	7	560,000
2004 CT	New Flyer	60-foot	Diesel	7	550,000
Total Vendor Fleet				14	

Shown is the fleet available to vendor to begin March 2020 service. These 14 buses will come from storage and after start of service, will be replace with buses no longer needed at KCM.

#### 2. Transition 540, 541, 542 & 545

Projected: September 2020

Year	Make	Model	Type	Total	Avg. Miles
2004 CT	New Flyer	60-foot	Diesel	7	550,000
2004	New Flyer	60-foot	Diesel	9	560,000
2008	Gillig	40-foot	Diesel	8	580,000
2019	New Flyer	60-foot	Diesel	31	2,000 (new)
Total Vendor Fleet				55	

Shown is the fleet available to vendor to begin Sept. 2020 service. By adding the Route 542 and 545, the total fleet needed increases to 55. By this date, 8 40-ft buses will have been shifted from CT to the vendor, 2 more buses shifted from storage and 31 newly purchased buses will have arrived.

#### 3. Operating 540, 541, 542 & 545

Projected: March 2021

Year	Make	Model	Type	Total	Avg. Miles
2019	New Flyer	60-foot	Diesel	31	2,000 (new)
2008	Gillig	40-foot	Diesel	8	580,000
2013	New Flyer	60-foot	Diesel	16	450,000
Total Vendor Fleet				55	

Shown is the fleet after the final arrival of new buses. The number and type of buses will likely remain stable after this point.

## APPENDIX 4 Definitions

**ADA:** Americans with Disabilities Act

**Baseline Cost:** Baseline costs are ordinary costs associated with maintenance and operation of a public transit bus in planned level of service identified in the Service Implementation Plan.

**Bus Accidents (Performance Standard):** Preventable bus accidents include any impact between a Sound Transit vehicle and any moving or stationary vehicle, object or person; the current FTA definition will apply. This measure is calculated by identifying the sum of all preventable accidents for the month, multiplying by 100,000 hub mounted mileage meter (or odometer) miles and dividing by the number of miles operated during the month.

**Sounder Commuter Rail:** Sound Transit's commuter rail service.

**Customer Service (Performance Standard):** Customer Service is a performance measure that approximate customer satisfaction based on number of complaints. This measure is shown by identifying the number of customer complaints and setting this number in ratio to the number of boardings divided by 100,000. This measure excludes complaints relating to Sound Transit fares, policies and procedures, compliments or suggestions for service changes.

**Deadhead:** Travel between a base and the beginning or end of a route, or between the ends of one route to the start of another route (vehicle is not in passenger service).

**Estimated Time point (See Time point):** An estimated time point is notated time point in which the scheduled time may likely be inaccurate due to widely varying circumstances. Estimated time points occur only on the downstream end of a route and quite often are at the end of a major freeway segment.

**Extra Service:** Bus trip(s) added to a regular route to address overloads, connections or other customer needs.

**Fixed-Route Service:** Bus service following a consistent path, generally using the same streets, highways, and other roadways on all scheduled trips as identified in Sound Transit's "Ride the Wave Transit Guide" (or its successor).

**Labor Harmony Agreement:** An agreement with any labor organization that represents or seeks to represent employees who will perform the Scope of Work to prevent or mitigate service disruptions and related adverse impacts of labor unrest.

**Layover/Recovery Time:** Out-of-service time allotted a vehicle prior to or between trips for maintaining on-schedule operations; vehicle is not in active passenger service, although passengers may be on-board.

**Major repairs:** Property damage exceeding \$25,000.

**Marginal Rate:** The variable cost of providing an additional hour of service. Direct costs does not include overhead.

**On-Time Performance (Performance Standard):** On-time performance is the percentage of timepoints served on-time. This is calculated by identifying the number of published timepoints served up to one minute early or more than 5 minutes late (on-time) excluding stops identified as “estimated time points”.

**Platform Hours:** **Platform hours** is the time during which an operator operates a vehicle in revenue service, is deadheading or while in recovery.

**Preventive Maintenance (Performance Standard):** The Preventive Maintenance measure approximates ensuring the appropriate level of care in maintaining the useful life of the bus. This measure is calculated by identifying the preventive maintenance inspections required during the month and determining whether the inspection was performed within the interval. The number of preventive maintenance inspections performed within the mileage interval is divided by the total number of preventive maintenance inspections and multiplied by 100.

**Revenue Service (Miles, Hours, and Trips):** Revenue service is when a vehicle is available to the general public and an expectation of carrying passengers exists. These passengers directly pay fares, have their fares subsidized by public policy, or provide payment through some contractual arrangement. Vehicles operated in fare free service are in revenue service. Revenue service excludes layover/recovery time, deadhead, vehicle maintenance testing and miscellaneous operations related to incidental such as training.

**Security (Performance Standard):** The Security measure approximates the level of safety passengers may perceive and the appropriate level of effort by the provider to maintain a secure environment for passengers. This measure is calculated by identifying the number of NTD defined security related incidents, dividing by the total boardings during the same period and multiplying by 100.

**Service Change:** The addition, deletion, or modification of service resulting in the physical realignment of a transit route, or a change in the type or frequency of service provided; may also include schedule or vehicle type changes; may refer to a change in service at the trip, route, or system-wide level as appropriate. May also indicate one of three standardized dates per year when service changes are implemented and new assignments are made to operators.

**Service Implementation Plan:** Annual service change and service update plan for Regional Express Bus Service approved by the Sound Transit Board.

**Service Performance Standards:** Benchmarks established by Sound Transit to assess results of bus route implementation.

**Special Service:** Special Service is service which operates off-route of any publicized service.

**ST Express Bus Service:** This service consists of bus routes and times approved by the Sound Transit Board in the Regional Express Bus Service Implementation Plan plus extra and special service as authorized in this agreement.

**Time point:** A time point is a bus stop identified in an internally or externally published schedule.

## APPENDIX 5 Vehicle Schedules by Day of Week

Sound Transit											Headway Report										
Vehicle schedule: st-only Weekday Scenario: 4 King County Metro ST Express Weekday																					
Route:		S540 Kirkland - University District																			
Garage:																					
Direction:		East - West																			
Block	From	Note	15NE NE42	MEMO STVN	GRNT WASH	UWST BAY1	MONT STA	EVGR ESTA	KIRK P&R	KTC BAY2	KTC BAY2	KIRK P&R	EVGR WSTA	MONT SHEL	UWST BAY2	15NE NE42	MEMO STVN	GRNT WASH	Note	To	
540 - 1	( 5:40)										6:00	6:07	6:13	6:18	6:21	6:25					
540 - 2	( 6:10)										6:30	6:37	6:43	6:48	6:51	6:55					
540 - 3	( 6:32)										6:52	6:59	7:05	7:10	7:13	7:17					
540 - 1			6:25	6:28	6:32	6:35	6:38	6:44	6:51	7:02											
540 - 4	( 6:54)										7:14	7:21	7:28	7:33	7:36	7:41					
540 - 2			6:55	6:58	7:02	7:06	7:09	7:15	7:22	7:33											
540 - 1											7:37	7:45	7:52	7:59	8:02	8:07					
540 - 3			7:17	7:20	7:24	7:28	7:31	7:37	7:44	7:56											
540 - 2											8:00	8:08	8:15	8:22	8:25	8:30					
540 - 3											8:23	8:31	8:38	8:45	8:48	8:53					
540 - 4			7:41	7:44	7:48	7:52	7:55	8:01	8:08	8:20	8:46	8:54	9:01	9:08	9:11	9:16	9:21	9:26	( 9:46)		
540 - 1			8:07	8:12	8:17	8:21	8:24	8:30	8:37	8:49	9:11	9:19	9:26	9:33	9:36	9:41	9:46	9:51	( 10:11)		
540 - 2			8:30	8:35	8:40	8:44	8:47	8:53	9:00	9:12	9:36	9:44	9:51	9:58	10:01	10:05	10:09	10:13	( 10:33)		
540 - 3			8:53	8:58	9:03	9:08	9:12	9:18	9:25	9:37	10:01	10:08	10:14	10:19	10:22	10:26	10:30	10:34	( 10:54)		
540 - 5	( 13:52)		14:22	14:26	14:30	14:34	14:39	14:46	14:59		14:59	15:10	15:17	15:22	15:27	15:32					
540 - 6	( 14:17)		14:52	14:56	15:00	15:04	15:09	15:16	15:29		15:29	15:40	15:47	15:52	15:57	16:02					
540 - 7	( 14:42)		15:17	15:21	15:25	15:29	15:34	15:41	15:54		15:54	16:05	16:12	16:18	16:23	16:28					
540 - 8	( 15:06)		15:41	15:45	15:49	15:53	15:58	16:05	16:21		16:21	16:32	16:40	16:46	16:51	16:56					
540 - 5			16:05	16:10	16:14	16:18	16:23	16:30	16:46		16:46	16:58	17:06	17:14	17:19	17:24					
540 - 6			16:29	16:34	16:39	16:43	16:48	16:55	17:11		17:11	17:23	17:31	17:40	17:45	17:50					
540 - 7			16:53	16:58	17:03	17:07	17:12	17:20	17:36		17:36	17:48	17:56	18:05	18:10	18:15					
540 - 8			17:18	17:23	17:28	17:32	17:37	17:45	18:01										( 18:16)		
540 - 5			17:48	17:53	17:58	18:02	18:07	18:15	18:29										( 18:44)		
540 - 6			18:18	18:23	18:28	18:32	18:36	18:43	18:55										( 19:10)		
540 - 7			18:48	18:52	18:56	19:00	19:05	19:12	19:24										( 19:36)		

Vehicle schedule: st-only Weekday Scenario: 4 King County Metro ST Express Weekday																					
Route:		S541 Overlake P&R - University District																			
Garage:																					
Direction:		East - West																			
Block	From	Note	15NE NE43	UWST BAY1	MONT STA	EVGR ESTA	520E NE40	OVTC BAY7	OVLK P&R	OVLK P&R	OTC BAY8	520W NE40	EVGR WSTA	MONT SHEL	UWST BAY2	15NE NE45	UNIV NE50	Note	To		
541 - 2	( 6:26)									6:41	6:45	6:50	6:57	7:01	7:04	7:07	7:09				
541 - 4	( 6:44)									6:59	7:03	7:08	7:15	7:20	7:23	7:26	7:28				
541 - 5	( 7:05)									7:20	7:24	7:29	7:36	7:42	7:46	7:49	7:51				
541 - 1	( 6:25)		6:54	6:57	7:00	7:05	7:13	7:15	7:19	7:33	7:37	7:42	7:49	7:55	7:59	8:02	8:05				
541 - 3	( 6:45)		7:14	7:17	7:21	7:26	7:34	7:36	7:40	7:53	7:57	8:02	8:10	8:16	8:20	8:23	8:26				
541 - 2			7:34	7:37	7:41	7:46	7:54	7:56	8:01	8:16	8:20	8:26	8:34	8:40	8:44	8:48	8:51	( 9:18)			
541 - 4			7:53	7:56	8:01	8:06	8:15	8:18	8:23	8:34	8:38	8:44	8:52	8:58	9:02	9:06	9:09	( 9:36)			
541 - 5			8:08	8:11	8:16	8:21	8:30	8:33	8:38	8:52	8:56	9:02	9:10	9:16	9:20	9:24	9:27	( 9:54)			
541 - 1			8:22	8:25	8:30	8:35	8:44	8:47	8:52	9:11	9:15	9:21	9:29	9:35	9:39	9:43	9:46	S542			
541 - 3			8:40	8:43	8:48	8:53	9:02	9:05	9:10	9:23	9:27	9:33	9:41	9:47	9:51	9:55	9:58	( 10:25)			
541 - 8	( 15:05)									15:20	15:24	15:30	15:39	15:45	15:50	15:54	15:57				
542 - 2	S542		15:00	15:04	15:09	15:13	15:21	15:23	15:27	15:37	15:41	15:47	15:56	16:02	16:07	16:11	16:14				
541 - 7	( 14:41)		15:15	15:19	15:24	15:28	15:36	15:38	15:43	15:59	16:03	16:09	16:19	16:25	16:30	16:34	16:37				
542 - 3	S542		15:32	15:36	15:41	15:46	15:54	15:56	16:01	16:17	16:21	16:27	16:36	16:46	16:51	16:55	16:58				
541 - 9	( 15:13)		15:47	15:51	15:56	16:01	16:09	16:11	16:16	16:28	16:32	16:38	16:50	16:57	17:02	17:06	17:09				
541 - 10	( 15:27)		16:01	16:05	16:10	16:15	16:23	16:25	16:30	16:47	16:51	16:57	17:09	17:16	17:21	17:26	17:29	( 17:56)			
541 - 8			16:18	16:22	16:27	16:32	16:40	16:42	16:47	16:59	17:03	17:09	17:21	17:28	17:33	17:38	17:41				
542 - 2			16:32	16:36	16:41	16:46	16:54	16:56	17:01	17:19	17:23	17:29	17:41	17:48	17:53	17:58	18:01				
541 - 11	( 16:15)		16:49	16:53	16:59	17:04	17:12	17:14	17:19	17:39	17:43	17:49	18:01	18:08	18:13	18:18	18:21				
541 - 7			17:02	17:06	17:12	17:17	17:25	17:27	17:32	17:59	18:03	18:09	18:21	18:28	18:33	18:37	18:40				
542 - 3			17:22	17:26	17:32	17:37	17:45	17:47	17:52									( 18:02)			
541 - 9			17:39	17:43	17:48	17:53	18:01	18:03	18:08									( 18:18)			
541 - 8			17:57	18:01	18:05	18:10	18:18	18:20	18:24									( 18:34)			
542 - 2			18:18	18:22	18:26	18:31	18:39	18:41	18:45									( 18:55)			
541 - 11			18:38	18:42	18:46	18:51	18:59	19:01	19:05									( 19:15)			
541 - 7			19:00	19:04	19:07	19:11	19:18	19:20	19:24									( 19:34)			

Vehicle schedule: st-only Weekday Scenario: 4 King County Metro ST Express Weekday

Route: S541 Overlake P&R - University District																					
Garage:																					
Direction: East - West																					
Block	From	Note	15NE NE43	UWST BAY1	MONT STA	EVGR ESTA	520E NE40	OVTC BAY7	OVLC P&R	OVLC P&R	OTC BAY8	520W NE40	EVGR WSTA	MONT SHEL	UWST BAY2	15NE NE45	UNIV NE50	Note	To		
541 - 2	( 6:26)									6:41	6:45	6:50	6:57	7:01	7:04	7:07	7:09				
541 - 4	( 6:44)									6:59	7:03	7:08	7:15	7:20	7:23	7:26	7:28				
541 - 5	( 7:05)									7:20	7:24	7:29	7:36	7:42	7:46	7:49	7:51				
541 - 1	( 6:25)		6:54	6:57	7:00	7:05	7:13	7:15	7:19	7:33	7:37	7:42	7:49	7:55	7:59	8:02	8:05				
541 - 3	( 6:45)		7:14	7:17	7:21	7:26	7:34	7:36	7:40	7:53	7:57	8:02	8:10	8:16	8:20	8:23	8:26				
541 - 2			7:34	7:37	7:41	7:46	7:54	7:56	8:01	8:16	8:20	8:26	8:34	8:40	8:44	8:48	8:51	( 9:18)			
541 - 4			7:53	7:56	8:01	8:06	8:15	8:18	8:23	8:34	8:38	8:44	8:52	8:58	9:02	9:06	9:09	( 9:36)			
541 - 5			8:08	8:11	8:16	8:21	8:30	8:33	8:38	8:52	8:56	9:02	9:10	9:16	9:20	9:24	9:27	( 9:54)			
541 - 1			8:22	8:25	8:30	8:35	8:44	8:47	8:52	9:11	9:15	9:21	9:29	9:35	9:39	9:43	9:46	S542			
541 - 3			8:40	8:43	8:48	8:53	9:02	9:05	9:10	9:23	9:27	9:33	9:41	9:47	9:51	9:55	9:58	( 10:25)			
541 - 8	( 15:05)									15:20	15:24	15:30	15:39	15:45	15:50	15:54	15:57				
542 - 2	S542		15:00	15:04	15:09	15:13	15:21	15:23	15:27	15:37	15:41	15:47	15:56	16:02	16:07	16:11	16:14				
541 - 7	( 14:41)		15:15	15:19	15:24	15:28	15:36	15:38	15:43	15:59	16:03	16:09	16:19	16:25	16:30	16:34	16:37				
542 - 3	S542		15:32	15:36	15:41	15:46	15:54	15:56	16:01	16:17	16:21	16:27	16:39	16:46	16:51	16:55	16:58				
541 - 9	( 15:13)		15:47	15:51	15:56	16:01	16:09	16:11	16:16	16:28	16:32	16:38	16:50	16:57	17:02	17:06	17:09				
541 - 10	( 15:27)		16:01	16:05	16:10	16:15	16:23	16:25	16:30	16:47	16:51	16:57	17:09	17:16	17:21	17:26	17:29	( 17:56)			
541 - 8			16:18	16:22	16:27	16:32	16:40	16:42	16:47	16:59	17:03	17:09	17:21	17:28	17:33	17:38	17:41				
542 - 2			16:32	16:36	16:41	16:46	16:54	16:56	17:01	17:19	17:23	17:29	17:41	17:48	17:53	17:58	18:01				
541 - 11	( 16:15)		16:49	16:53	16:59	17:04	17:12	17:14	17:19	17:39	17:43	17:49	18:01	18:08	18:13	18:18	18:21				
541 - 7			17:02	17:06	17:12	17:17	17:25	17:27	17:32	17:59	18:03	18:09	18:21	18:28	18:33	18:37	18:40				
542 - 3			17:22	17:26	17:32	17:37	17:45	17:47	17:52									( 18:02)			
541 - 9			17:39	17:43	17:48	17:53	18:01	18:03	18:08									( 18:18)			
541 - 8			17:57	18:01	18:05	18:10	18:18	18:20	18:24									( 18:34)			
542 - 2			18:18	18:22	18:26	18:31	18:39	18:41	18:45									( 18:55)			
541 - 11			18:38	18:42	18:46	18:51	18:59	19:01	19:05									( 19:15)			
541 - 7			19:00	19:04	19:07	19:11	19:18	19:20	19:24									( 19:34)			

Route: S542 Redmond - University District  
Garage:  
Direction: East - West

Block	From	Note	OSWG NE05	15NE NE43	UWST BAY1	MONT STA	EVGR ESTA	520E NE40	520E NE51	RDTA BAY1	RDTA BAY5	520W NE51	520W NE40	EVGR WSTA	MONT SHEL	UWST BAY2	15NE NE45	OSWG NE05	UNIV NE50	Note	To
545 - 4	( 5:04)										5:25	5:31	5:33	5:40	5:44	5:47	5:50	5:56			S522
542 - 1	( 5:27)										5:48	5:54	5:56	6:03	6:07	6:10	6:13	6:19			
542 - 2	( 5:45)										6:09	6:15	6:18	6:25	6:29	6:32	6:35	6:41			
542 - 3	( 6:06)										6:30	6:37	6:40	6:47	6:51	6:55	6:58	7:04			
542 - 4	( 6:26)										6:50	6:56	7:01	7:08	7:13	7:18	7:21	7:29			
542 - 5	( 6:46)										7:10	7:16	7:21	7:28	7:33	7:38	7:41	7:50			
542 - 1			6:42	6:49	6:52	6:55	6:59	7:06	7:08	7:18											
542 - 7	( 7:01)										7:25	7:33	7:36	7:43	7:49	7:55	7:58	8:07			
542 - 1											7:42	7:50	7:53	8:00	8:06	8:12	8:15	8:24			
542 - 2			6:57	7:04	7:07	7:11	7:16	7:24	7:26	7:36	7:57	8:05	8:09	8:17	8:23	8:29	8:32	8:41			
542 - 3			7:17	7:25	7:28	7:32	7:37	7:45	7:49	7:59											
542 - 8	( 7:41)										8:05	8:13	8:17	8:25	8:31	8:37	8:41	8:50			
542 - 3											8:21	8:29	8:33	8:41	8:47	8:53	8:57	9:06			
542 - 6	( 6:58)		7:35	7:43	7:46	7:51	7:56	8:05	8:09	8:19	8:38	8:46	8:50	8:58	9:04	9:10	9:14	9:23			
542 - 4			7:53	8:01	8:04	8:09	8:14	8:23	8:27	8:39	8:57	9:05	9:09	9:17	9:23	9:29	9:33	9:42			
542 - 5			8:08	8:16	8:19	8:24	8:29	8:38	8:42	8:54											( 9:14)
542 - 7			8:25	8:33	8:36	8:41	8:46	8:55	8:59	9:11	9:35	9:43	9:47	9:54	9:59	10:03	10:06	10:08			( 9:46)
542 - 1			8:40	8:48	8:51	8:56	9:01	9:10	9:14	9:26	10:04	10:12	10:16	10:23	10:28	10:32	10:35	10:37			( 10:18)
542 - 2			8:57	9:05	9:08	9:13	9:17	9:26	9:30	9:42	10:32	10:40	10:44	10:51	10:56	11:00	11:03	11:05			( 10:42)
542 - 8			9:13	9:21	9:24	9:29	9:33	9:42	9:46	9:58	11:02	11:10	11:14	11:21	11:26	11:30	11:33	11:35			( 11:13)
542 - 3			9:28	9:36	9:39	9:44	9:48	9:57	10:01	10:13	12:02	12:10	12:13	12:20	12:25	12:29	12:32	12:34			
542 - 6			9:38	9:46	9:49	9:54	9:58	10:07	10:10	10:22	12:27	12:35	12:38	12:45	12:50	12:54	12:57	12:59			
542 - 4			9:55	10:03	10:06	10:11	10:15	10:23	10:26	10:38	12:57	13:05	13:08	13:15	13:20	13:24	13:27	13:29			
541 - 1	S541	10:11	10:18	10:21	10:26	10:30	10:38	10:41	10:53	11:32	11:40	11:44	11:51	11:56	12:00	12:03	12:05	12:06			
542 - 7			10:38	10:41	10:45	10:49	10:57	11:00	11:12	12:02	12:10	12:13	12:20	12:25	12:29	12:32	12:34	12:34			
542 - 2			11:08	11:11	11:15	11:19	11:27	11:30	11:42	12:27	12:35	12:38	12:45	12:50	12:54	12:57	12:59	12:59			
542 - 3			11:38	11:41	11:45	11:49	11:57	12:00	12:12	13:27	13:35	13:38	13:45	13:50	13:54	13:57	13:59	13:59			
542 - 4			12:08	12:11	12:15	12:19	12:27	12:30	12:42	13:57	14:05	14:08	14:15	14:20	14:24	14:27	14:29	14:29			S541
542 - 7			12:38	12:41	12:45	12:49	12:57	13:00	13:12	14:27	14:35	14:38	14:45	14:50	14:54	14:57	14:59	14:59			S541
542 - 2			13:08	13:11	13:15	13:19	13:27	13:30	13:42	14:57	15:05	15:08	15:16	15:21	15:25	15:28	15:30	15:30			
542 - 3			13:38	13:41	13:45	13:49	13:57	14:00	14:12	15:28	15:36	15:39	15:48	15:54	15:59	16:03	16:15	16:15			
542 - 4			14:08	14:11	14:15	14:19	14:27	14:30	14:42	15:47	15:55	15:58	16:07	16:13	16:18	16:22	16:34	16:34			
542 - 7			14:31	14:39	14:42	14:47	14:51	14:59	15:02	15:14	16:08	16:16	16:19	16:30	16:37	16:42	16:46	16:58			
542 - 9	( 14:06)		14:46	14:54	14:57	15:02	15:06	15:14	15:17	15:29	16:23	16:31	16:34	16:46	16:53	16:58	17:02	17:14			( 17:41)
542 - 10	( 14:17)		14:57	15:05	15:09	15:14	15:18	15:26	15:29	15:41	16:34	16:42	16:45	16:57	17:04	17:09	17:13	17:25			
542 - 11	( 14:34)		15:14	15:23	15:27	15:32	15:37	15:45	15:48	16:00	16:53	17:01	17:04	17:16	17:23	17:28	17:33	17:45			
542 - 12	( 14:48)		15:28	15:37	15:41	15:46	15:51	15:59	16:02	16:14	17:07	17:15	17:18	17:30	17:37	17:42	17:47	17:57			( 18:24)
542 - 13	( 15:06)		15:46	15:55	15:59	16:04	16:09	16:17	16:20	16:32	17:27	17:35	17:38	17:50	17:57	18:02	18:07	18:17			( 18:44)
542 - 4			16:00	16:09	16:13	16:18	16:23	16:31	16:34	16:46	17:47	17:55	17:58	18:10	18:17	18:22	18:27	18:37			( 19:04)
542 - 14	( 15:36)		16:16	16:25	16:29	16:34	16:39	16:47	16:50	17:02	18:08	18:16	18:19	18:31	18:38	18:43	18:47	18:56			( 17:56)
542 - 15	( 15:53)		16:33	16:42	16:46	16:52	16:57	17:05	17:08	17:20	18:27	18:35	18:38	18:48	18:55	19:00	19:03	19:12			( 19:23)
542 - 7			16:46	16:55	16:59	17:05	17:10	17:18	17:21	17:33	18:48	18:56	18:59	19:09	19:15	19:20	19:23	19:32			( 19:35)
542 - 9			17:03	17:12	17:16	17:22	17:27	17:35	17:38	17:50	19:06	19:13	19:16	19:24	19:30	19:35	19:38	19:47			( 19:55)
542 - 10			17:21	17:30	17:34	17:39	17:44	17:52	17:55	18:07											( 20:10)
542 - 12			17:40	17:49	17:53	17:58	18:03	18:10	18:12	18:24											
542 - 13			18:04	18:12	18:16	18:20	18:25	18:32	18:34	18:46											



Vehicle schedule: st-only Weekday Scenario: 4 King County Metro ST Express Weekday

Route:	S545 Redmond - Seattle																							
Garage:	East - West																							
Direction:																								
Block	From	Note	6AVA BNWY	4S JAXN	4 PIKE	BLVU OLIV	MONT STAE	EVGR ESTA	520E NE40	520E NE51	RDTG BAY3	BEAR CRPR	BEAR CRPR	RDTG BAY8	520W NE51	OTCB AY4	520W NE40	EVGR WSTA	MONT STAW	5 PIKE	5S SJAX	ARPT ROY	Note	To
522 - 1	( 4:07)												4:27	4:33	4:39		4:41	4:48	4:52	5:01	5:08	5:09		S522
545 - 2	( 4:40)												5:00	5:06	5:12		5:14	5:21	5:25	5:34	5:39	5:42		
545 - 6	( 5:11)												5:31	5:37	5:43		5:45	5:52	5:56	6:05	6:11	6:14		
545 - 8	( 5:29)												5:49	5:55	6:01		6:03	6:10	6:14	6:23	6:29	6:32		
522 - 7	( 5:39)												5:59	6:05	6:11		6:13	6:20	6:24	6:33	6:40	6:43		
522 - 8	( 5:49)												6:09	6:15	6:21		6:24	6:31	6:35	6:44	6:51	6:54		S522
545 - 1	( 4:38)		5:04	5:07	5:10	5:19	5:26	5:30	5:37	5:39	5:49	5:56	6:19	6:25	6:31		6:34	6:41	6:45	6:54	7:01	7:05		
545 - 14	( 6:09)												6:29	6:36	6:43		6:46	6:53	6:57	7:06	7:14	7:18		
522 - 9	( 6:18)												6:38	6:45	6:53		6:56	7:03	7:07	7:18	7:26	7:30		S522
545 - 5	( 5:08)		5:34	5:37	5:40	5:49	5:56	6:00	6:07	6:09	6:19	6:26	6:46	6:53	7:01		7:04	7:11	7:15	7:28	7:36	7:40		
545 - 2			5:54	5:57	6:00	6:09	6:16	6:20	6:27	6:29	6:39	6:47												
545 - 17	( 6:34)												6:54	7:01	7:09		7:12	7:19	7:23	7:36	7:45	7:49		
545 - 19	( 6:40)												7:00	7:07	7:15		7:18	7:25	7:29	7:42	7:51	7:55		
545 - 9	( 5:43)		6:09	6:12	6:16	6:25	6:32	6:36	6:43	6:45	6:55	7:03												
545 - 2													7:06	7:13	7:21		7:24	7:31	7:35	7:50	7:59	8:03		( 8:27)
545 - 12	( 5:52)		6:18	6:21	6:25	6:34	6:41	6:45	6:52	6:54	7:04	7:12												
545 - 20	( 6:52)												7:12	7:19	7:27		7:30	7:37	7:41	7:56	8:06	8:10		
545 - 9													7:18	7:26	7:34		7:37	7:44	7:48	8:03	8:13	8:17		( 8:41)
545 - 6			6:27	6:30	6:34	6:43	6:50	6:54	7:01	7:03	7:13	7:21												
545 - 12													7:24	7:32	7:40		7:43	7:50	7:54	8:09	8:19	8:23		( 8:47)
545 - 21	( 7:10)												7:30	7:38	7:46		7:49	7:56	8:01	8:19	8:29	8:33		
545 - 3	S522		6:36	6:39	6:43	6:52	6:59	7:03	7:11	7:13	7:23	7:31												
545 - 22	( 7:16)												7:36	7:44	7:52		7:55	8:02	8:08	8:26	8:36	8:40		
545 - 15	( 6:19)		6:45	6:48	6:52	7:01	7:08	7:12	7:20	7:22	7:32	7:40												
545 - 6													7:41	7:49	7:57		8:00	8:07	8:13	8:31	8:41	8:45		
545 - 23	( 7:26)												7:46	7:54	8:02		8:06	8:13	8:19	8:37	8:47	8:51		
545 - 8			6:54	6:57	7:01	7:10	7:17	7:21	7:29	7:31	7:41	7:49												
545 - 24	( 7:31)												7:51	7:59	8:08		8:12	8:19	8:25	8:43	8:53	8:57		S522
545 - 3													7:56	8:04	8:14		8:18	8:25	8:31	8:49	8:59	9:03		
522 - 7			7:03	7:06	7:10	7:19	7:26	7:30	7:38	7:40	7:50	7:58												
545 - 25	( 7:42)												8:02	8:10	8:20		8:24	8:31	8:37	8:55	9:05	9:09		
545 - 15													8:08	8:16	8:26		8:30	8:37	8:43	9:01	9:11	9:15		( 9:39)
545 - 7	S522		7:12	7:15	7:19	7:28	7:37	7:41	7:49	7:51	8:01	8:09												
545 - 26	( 7:54)												8:14	8:22	8:32		8:36	8:43	8:49	9:07	9:17	9:21		
545 - 8													8:20	8:28	8:38		8:42	8:49	8:55	9:13	9:22	9:26		( 9:50)
545 - 1			7:20	7:24	7:28	7:38	7:47	7:51	8:00	8:04	8:14	8:22												
522 - 7													8:26	8:34	8:44		8:48	8:55	9:01	9:19	9:28	9:32		S522
545 - 11	S522		7:28	7:32	7:37	7:47	7:56	8:00	8:09	8:13	8:23	8:32												
545 - 7													8:32	8:40	8:50		8:54	9:01	9:07	9:25	9:34	9:38		
545 - 13	S522	( 8:18)	7:37	7:41	7:46	7:56	8:05	8:09	8:18	8:22	8:34	8:43												
545 - 1													8:44	8:52	9:02		9:06	9:13	9:19	9:35	9:44	9:48		( 9:01)
545 - 4	S522												8:50	8:58	9:08		9:12	9:19	9:25	9:41	9:50	9:54		( 10:12)
545 - 14			7:44	7:48	7:53	8:03	8:14	8:18	8:27	8:31	8:43	8:52												
550 - 14	S550												8:56	9:04	9:14		9:18	9:25	9:31	9:47	9:56	10:00		( 10:24)
545 - 10	S522		7:51	7:55	8:00	8:11	8:22	8:26	8:36	8:40	8:52	9:01												
545 - 11													9:02	9:10	9:19		9:23	9:30	9:36	9:52	10:01	10:05		
545 - 5			7:59	8:03	8:08	8:19	8:30	8:34	8:44	8:48	9:00	9:09												
550 - 16	S550												9:09	9:17	9:26		9:30	9:37	9:43	9:59	10:08	10:12		( 10:36)
545 - 14													9:16	9:24	9:33		9:37	9:44	9:50	10:06	10:14	10:18		( 10:42)
545 - 16	S522		8:07	8:11	8:16	8:27	8:38	8:42	8:52	8:56	9:08	9:17												
545 - 17			8:15	8:19	8:24	8:35	8:46	8:50	9:00	9:03	9:13	9:22												
545 - 10													9:23	9:31	9:40		9:44	9:51	9:57	10:13	10:21	10:25		
545 - 19			8:23	8:27	8:32	8:43	8:54	8:58	9:08	9:11	9:21	9:30												
545 - 5													9:30	9:38	9:47		9:51	9:58	10:04	10:19	10:27	10:31		( 10:55)
545 - 18	S522		8:31	8:35	8:40	8:51	9:02	9:06	9:15	9:18	9:28	9:37												
545 - 16													9:37	9:45	9:54		9:58	10:05	10:10	10:25	10:33	10:37		( 11:07)
545 - 17													9:44	9:52	10:01		10:05	10:12	10:17	10:32	10:39	10:43		( 11:07)
545 - 20			8:39	8:43	8:48	8:59	9:10	9:14	9:23	9:26	9:36	9:45												
522 - 10	S522		8:47	8:51	8:56	9:07	9:16	9:20	9:29	9:32	9:42	9:51												( 10:09)

Route:	S545	Redmond - Seattle																						
Garage:																								
Direction:	East - West																							
Block	From	Note	6AVA BNWY	4S JAXN	4 PIKE	BLVU OLIV	MONT STAE	EVGR ESTA	520E NE40	520E NE51	RDTG BAY3	BEAR CRPR	BEAR CRPR	RDTG BAY6	520W NE51	OTCB ATY4	520W NE40	EVGR WSTA	MONT STAW	5 PIKE	5S SJAX	ARPT ROY	Note	To
545- 19													9:53	10:01	10:10		10:14	10:21	10:28	10:41	10:48	10:52	( 11:16)	
545- 21			8:55	8:59	9:04	9:15	9:24	9:28	9:37	9:40	9:50	9:59	10:02	10:10	10:19		10:23	10:30	10:35	10:48	10:55	10:59	( 10:17)	
545- 18																								
545- 22			9:03	9:07	9:12	9:23	9:32	9:36	9:45	9:48	9:58	10:07												
545- 6			9:11	9:15	9:20	9:31	9:40	9:44	9:53	9:56	10:06	10:15											( 10:33)	
545- 20													10:16	10:24	10:33		10:37	10:44	10:49	11:02	11:09	11:13		
545- 23			9:19	9:23	9:28	9:39	9:48	9:52	10:01	10:04	10:14	10:23												
545- 3			9:27	9:31	9:36	9:47	9:56	10:00	10:08	10:11	10:21	10:30												
545- 22													10:31	10:39	10:48		10:52	10:59	11:04	11:17	11:24	11:28		
545- 25			9:35	9:39	9:44	9:55	10:04	10:08	10:16	10:19	10:29	10:38											( 10:56)	
522- 13	S522		9:43	9:47	9:52	10:03	10:11	10:15	10:23	10:26	10:36	10:45											( 11:03)	
545- 23													10:46	10:54	11:03		11:07	11:14	11:19	11:32	11:39	11:43		
545- 26			9:51	9:55	10:00	10:11	10:19	10:23	10:31	10:34	10:44	10:53												
545- 7			9:59	10:03	10:08	10:19	10:27	10:31	10:39	10:42	10:52	11:01											( 11:19)	
545- 3													11:01	11:09	11:18		11:22	11:29	11:34	11:47	11:54	11:58		
545- 27			10:09	10:13	10:18	10:29	10:37	10:41	10:49	10:52	11:02	11:11												
545- 26													11:16	11:24	11:33		11:37	11:44	11:49	12:02	12:09	12:13	( 11:39)	
545- 4			10:19	10:23	10:28	10:39	10:47	10:51	10:59	11:02	11:12	11:21												
545- 11			10:32	10:36	10:41		10:52	10:56	11:04	11:07	11:17	11:26												
545- 27													11:31	11:39	11:48		11:52	11:59	12:04	12:17	12:24	12:28		
545- 10			10:47	10:51	10:56		11:07	11:11	11:19	11:22	11:32	11:41												
545- 11													11:46	11:54	12:03		12:07	12:14	12:19	12:32	12:39	12:43		
545- 16			11:02	11:06	11:11		11:22	11:26	11:34	11:37	11:47	11:56												
545- 10													12:01	12:09	12:17	12:22	12:27	12:34	12:39	12:52	12:59	13:03		
545- 18			11:17	11:21	11:26		11:37	11:41	11:49	11:52	12:02	12:11												
545- 16													12:16	12:24	12:32	12:37	12:42	12:49	12:54	13:07	13:14	13:18		
545- 20			11:32	11:36	11:41		11:52	11:56	12:04	12:07	12:17	12:26												
545- 18													12:31	12:39	12:47	12:52	12:57	13:04	13:09	13:22	13:29	13:33		
545- 22			11:47	11:51	11:56		12:07	12:11	12:19	12:22	12:32	12:41												
545- 20													12:46	12:54	13:02	13:07	13:12	13:19	13:24	13:37	13:45	13:49		
545- 23			12:02	12:06	12:11		12:22	12:26	12:34	12:37	12:47	12:56												
545- 3			12:17	12:21	12:26		12:37	12:41	12:49	12:52	13:02	13:11												
545- 26			12:32	12:36	12:41		12:52	12:56	13:04	13:07	13:17	13:26												
545- 3													13:31	13:39	13:47	13:52	13:57	14:05	14:10	14:25	14:33	14:37		
545- 27			12:47	12:51	12:56		13:07	13:11	13:19	13:22	13:32	13:41												
545- 26													13:46	13:54	14:02	14:07	14:12	14:20	14:25	14:40	14:48	14:52		
545- 11			13:02	13:06	13:11		13:22	13:26	13:34	13:37	13:47	13:56												
545- 27	( 12:51)		13:17	13:21	13:26		13:37	13:41	13:49	13:52	14:02	14:11												
545- 11													14:16	14:24	14:32	14:37	14:42	14:50	14:55	15:10	15:18	15:22		
545- 10			13:32	13:36	13:41		13:52	13:56	14:04	14:07	14:17	14:27												
545- 28													14:31	14:39	14:47	14:52	14:57	15:05	15:10	15:25	15:34	15:38		
545- 16	( 14:19)		13:47	13:51	13:56		14:07	14:11	14:19	14:22	14:32	14:42												
545- 30													14:45	14:53	15:01	15:06	15:11	15:19	15:24	15:39	15:48	15:52		
545- 10													14:56	15:04	15:12	15:17	15:22	15:30	15:35	15:50	15:59	16:03		
545- 18			14:02	14:06	14:11		14:22	14:26	14:34	14:37	14:47	14:57												
545- 16													15:07	15:15	15:23	15:28	15:33	15:41	15:46	16:01	16:10	16:14	S522	
545- 20	( 14:52)		14:17	14:21	14:26		14:37	14:41	14:49	14:52	15:04	15:15												
545- 33													15:18	15:26	15:34	15:39	15:44	15:52	15:57	16:12	16:21	16:25		
545- 18													15:29	15:38	15:46	15:51	15:56	16:04	16:09	16:26	16:35	16:39	S522	
545- 22			14:32	14:36	14:41		14:52	14:57	15:05	15:08	15:20	15:31												
545- 20													15:40	15:49	15:57	16:02	16:07	16:17	16:23	16:44	16:53	16:57	S522	
545- 23			14:43	14:47	14:52		15:05	15:10	15:18	15:21	15:33	15:44												
545- 35	( 15:25)												15:51	16:00	16:09	16:14	16:19	16:30	16:36	16:57	17:06	17:10		
545- 3			14:54	14:58	15:03		15:16	15:21	15:29	15:32	15:44	15:55												
545- 22													16:02	16:11	16:20	16:25	16:30	16:41	16:47	17:08	17:17	17:21		
545- 32	( 14:39)		15:05	15:09	15:14		15:27	15:32	15:40	15:43	15:55	16:06												
545- 23													16:13	16:22	16:31	16:36	16:41	16:52	16:58	17:19	17:28	17:32		

Vehicle schedule: st-only Saturday Scenario: 4 King County Metro ST Express Saturday																						
Route:		S545 Redmond - Seattle																				
Garage:																						
Direction:		East - West																				
Block	From	Note	6AVA BNWY	4S JAXN	4 PIKE	MONT STAE	EVGR ESTA	520E NE40	520E NE51	RDTC BAY3	BEAR CRPR	BEAR CRPR	RDTC BAY6	520W NE51	520W NE40	EVGR WSTA	MONT STAW	5 PIKE	5S SJAX	ARPT ROY	Note	To
545 - 2	(	6:05)										6:25	6:31	6:38	6:40	6:47	6:52	6:59	7:03	7:05		
545 - 4	(	6:35)										6:55	7:01	7:08	7:10	7:17	7:22	7:30	7:34	7:36		
545 - 1	(	6:55)	6:19	6:22	6:26	6:34	6:38	6:45	6:47	6:52	6:59	7:25	7:31	7:38	7:40	7:47	7:52	8:00	8:04	8:06		
545 - 3	(	6:22)	6:48	6:51	6:55	7:04	7:08	7:15	7:17	7:22	7:29	7:55	8:01	8:08	8:10	8:17	8:22	8:30	8:34	8:36		
545 - 2			7:18	7:21	7:25	7:34	7:38	7:45	7:47	7:52	7:59	8:25	8:31	8:38	8:40	8:47	8:52	9:00	9:04	9:06		
545 - 4			7:48	7:51	7:55	8:04	8:08	8:15	8:17	8:22	8:29	8:54	9:01	9:08	9:10	9:17	9:22	9:30	9:34	9:36		
545 - 1			8:18	8:21	8:25	8:34	8:38	8:45	8:47	8:52	8:59	9:25	9:32	9:39	9:41	9:48	9:53	10:02	10:07	10:09		
545 - 3			8:48	8:51	8:55	9:04	9:08	9:15	9:17	9:22	9:30	9:55	10:02	10:10	10:12	10:19	10:24	10:33	10:38	10:40		
545 - 2			9:18	9:21	9:25	9:34	9:38	9:45	9:47	9:52	10:00	10:25	10:32	10:40	10:42	10:49	10:54	11:05	11:10	11:12		
545 - 5	(	9:17)	9:43	9:46	9:50	10:00	10:04	10:11	10:13	10:22	10:30	10:54	11:02	11:11	11:13	11:20	11:25	11:36	11:41	11:43		
545 - 4			10:11	10:14	10:19	10:30	10:34	10:41	10:43	10:52	11:00	11:24	11:32	11:41	11:43	11:50	11:55	12:06	12:11	12:13		
545 - 1			10:41	10:44	10:49	11:00	11:04	11:11	11:13	11:22	11:31	11:54	12:02	12:11	12:13	12:20	12:25	12:36	12:41	12:43		
545 - 3			11:09	11:12	11:17	11:30	11:34	11:41	11:43	11:52	12:01	12:24	12:32	12:41	12:43	12:50	12:55	13:06	13:11	13:13		
545 - 2			11:39	11:42	11:47	12:00	12:04	12:11	12:13	12:22	12:31	12:54	13:02	13:11	13:13	13:20	13:25	13:36	13:41	13:43		
545 - 5			12:09	12:12	12:17	12:30	12:34	12:41	12:43	12:52	13:01	13:24	13:32	13:41	13:43	13:50	13:55	14:06	14:11	14:13		
545 - 4			12:39	12:42	12:47	13:00	13:04	13:11	13:13	13:22	13:31	13:54	14:02	14:11	14:13	14:20	14:25	14:36	14:41	14:43		
545 - 1			13:09	13:12	13:17	13:30	13:34	13:41	13:43	13:52	14:01											
545 - 5	(	14:04)										14:24	14:32	14:41	14:43	14:50	14:55	15:06	15:11	15:13	(	14:20)
545 - 3			13:39	13:42	13:47	14:00	14:04	14:11	14:13	14:22	14:31										(	14:50)
545 - 7	(	14:34)										14:54	15:02	15:11	15:13	15:20	15:25	15:36	15:41	15:43		
545 - 2			14:09	14:12	14:17	14:30	14:34	14:41	14:43	14:52	15:01	15:24	15:32	15:41	15:43	15:50	15:55	16:06	16:11	16:13		
545 - 5			14:39	14:42	14:47	15:00	15:04	15:11	15:13	15:22	15:31	15:54	16:02	16:11	16:13	16:20	16:25	16:36	16:41	16:43		
545 - 4			15:09	15:12	15:17	15:30	15:34	15:41	15:43	15:52	16:01	16:24	16:32	16:41	16:43	16:50	16:55	17:06	17:11	17:13		
545 - 6			15:39	15:42	15:47	16:00	16:04	16:11	16:13	16:22	16:31	16:54	17:02	17:11	17:13	17:20	17:25	17:36	17:41	17:43		
545 - 7			16:09	16:12	16:17	16:30	16:34	16:41	16:43	16:52	17:01	17:24	17:32	17:41	17:43	17:50	17:55	18:06	18:11	18:13		
545 - 5			16:39	16:42	16:47	17:00	17:04	17:11	17:13	17:22	17:31	17:55	18:02	18:10	18:12	18:19	18:24	18:34	18:39	18:41		
545 - 6			17:09	17:12	17:17	17:30	17:34	17:41	17:43	17:52	18:01	18:25	18:32	18:39	18:41	18:48	18:53	19:02	19:07	19:09		
545 - 4			17:39	17:42	17:47	18:00	18:04	18:11	18:13	18:22	18:31	18:56	19:02	19:09	19:11	19:18	19:23	19:32	19:37	19:39	(	20:04)
545 - 1			18:11	18:14	18:19	18:30	18:34	18:41	18:43	18:52	19:00	19:26	19:32	19:39	19:41	19:48	19:53	20:02	20:07	20:09		
545 - 7			18:47	18:50	18:55	19:05	19:16	19:18	19:19	19:25	19:32	19:55	20:01	20:06	20:10	20:17	20:22	20:31	20:36	20:38		
545 - 2			19:17	19:20	19:25	19:35	19:39	19:46	19:48	19:55	20:02	20:25	20:31	20:38	20:40	20:47	20:52	21:01	21:06	21:08	(	21:33)
545 - 5			19:47	19:50	19:55	20:05	20:09	20:16	20:18	20:25	20:31										(	20:50)
545 - 6			20:18	20:21	20:25	20:34	20:38	20:45	20:47	20:54	21:00	21:25	21:31	21:38	21:40	21:47	21:52	22:01	22:06	22:08		
545 - 7			21:18	21:21	21:25	21:34	21:38	21:45	21:47	21:54	22:00	22:25	22:31	22:38	22:40	22:47	22:52	22:59	23:03	23:05		
545 - 6			22:18	22:21	22:25	22:34	22:38	22:45	22:47	22:54	23:00										(	23:19)
545 - 7			23:17	23:20	23:24	23:32	23:36	23:43	23:45	23:52	23:58										(	24:17)

Vehicle schedule: st-only Sunday Scenario: 5 King County Metro ST Express Sunday

Route: S545 Redmond - Seattle

Garage:

Direction: East - West

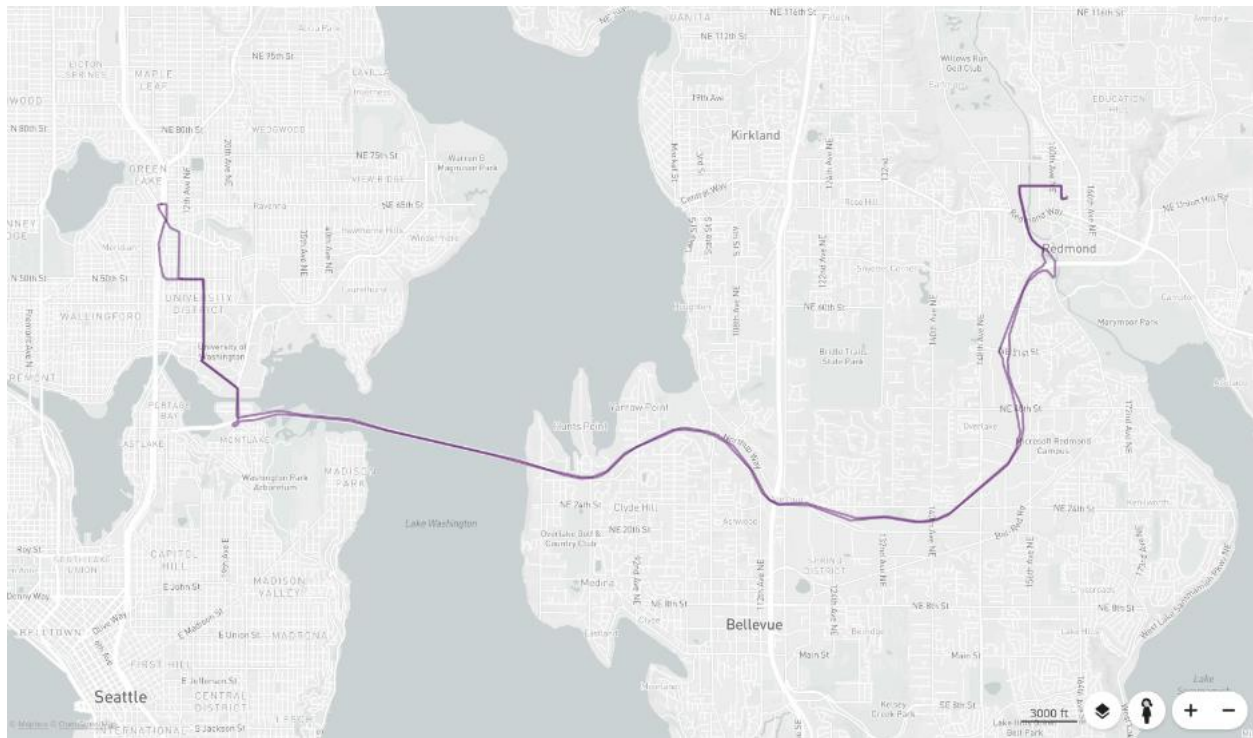
Block	From	Note	6AVA BNWY	4S JAXN	4 PIKE	MONT STAE	EVGR ESTA	520E NE40	520E NE51	RDTC BAY3	BEAR CRPR	BEAR CRPR	RDTC BAY6	520W NE51	520W NE40	EVGR WSTA	MONT STAW	5 PIKE	5S JAXN	ARPT ROY	Note	To
545 - 2	( 6:05)											6:25	6:31	6:38	6:40	6:47	6:52	6:59	7:03	7:05		
545 - 4	( 6:35)											6:55	7:01	7:08	7:10	7:17	7:22	7:30	7:34	7:36		
545 - 1	( 5:53)		6:19	6:22	6:26	6:34	6:38	6:45	6:47	6:52	6:59	7:25	7:31	7:38	7:40	7:47	7:52	8:00	8:04	8:06		
545 - 3	( 6:22)		6:48	6:51	6:55	7:04	7:08	7:15	7:17	7:22	7:29	7:55	8:01	8:08	8:10	8:17	8:22	8:30	8:34	8:36		
545 - 2			7:18	7:21	7:25	7:34	7:38	7:45	7:47	7:52	7:59	8:25	8:31	8:38	8:40	8:47	8:52	9:00	9:04	9:06		
545 - 4			7:48	7:51	7:55	8:04	8:08	8:15	8:17	8:22	8:29	8:54	9:01	9:08	9:10	9:17	9:22	9:30	9:34	9:36		
545 - 1			8:18	8:21	8:25	8:34	8:38	8:45	8:47	8:52	8:59	9:24	9:31	9:38	9:40	9:47	9:52	10:01	10:06	10:08		
545 - 3			8:48	8:51	8:55	9:04	9:08	9:15	9:17	9:22	9:30	9:54	10:01	10:09	10:11	10:18	10:23	10:32	10:37	10:39		
545 - 2			9:18	9:21	9:25	9:34	9:38	9:45	9:47	9:52	10:00	10:24	10:31	10:39	10:41	10:48	10:53	11:04	11:09	11:11		
545 - 5	( 9:17)		9:43	9:46	9:50	10:00	10:04	10:11	10:13	10:22	10:30	10:53	11:01	11:10	11:12	11:19	11:24	11:35	11:40	11:42		
545 - 4			10:11	10:14	10:19	10:30	10:34	10:41	10:43	10:52	11:00	11:23	11:31	11:40	11:42	11:49	11:54	12:05	12:10	12:12		
545 - 1			10:41	10:44	10:49	11:00	11:04	11:11	11:13	11:22	11:31	11:53	12:01	12:10	12:12	12:19	12:24	12:35	12:40	12:42		
545 - 3			11:09	11:12	11:17	11:30	11:34	11:41	11:43	11:52	12:01	12:23	12:31	12:40	12:42	12:49	12:54	13:05	13:10	13:12		
545 - 2			11:39	11:42	11:47	12:00	12:04	12:11	12:13	12:22	12:31	12:53	13:01	13:10	13:12	13:19	13:24	13:35	13:40	13:42		
545 - 5			12:09	12:12	12:17	12:30	12:34	12:41	12:43	12:52	13:01	13:23	13:31	13:40	13:42	13:49	13:54	14:05	14:10	14:12		
545 - 4			12:39	12:42	12:47	13:00	13:04	13:11	13:13	13:22	13:31	13:53	14:01	14:10	14:12	14:19	14:24	14:35	14:40	14:42		
545 - 1			13:09	13:12	13:17	13:30	13:34	13:41	13:43	13:52	14:01	14:23	14:31	14:40	14:42	14:49	14:54	15:05	15:10	15:12	( 14:20)	
545 - 6	( 14:03)											14:53	15:01	15:10	15:12	15:19	15:24	15:35	15:40	15:42		
545 - 3			13:39	13:42	13:47	14:00	14:04	14:11	14:13	14:22	14:31	15:23	15:31	15:40	15:42	15:49	15:54	16:05	16:10	16:12		
545 - 2			14:09	14:12	14:17	14:30	14:34	14:41	14:43	14:52	15:01	15:53	16:01	16:10	16:12	16:19	16:24	16:35	16:40	16:42		
545 - 5			14:39	14:42	14:47	15:00	15:04	15:11	15:13	15:22	15:31	16:23	16:31	16:40	16:42	16:49	16:54	17:05	17:10	17:12		
545 - 4			15:09	15:12	15:17	15:30	15:34	15:41	15:43	15:52	16:01	16:53	17:01	17:10	17:12	17:19	17:24	17:35	17:40	17:42		
545 - 6			15:39	15:42	15:47	16:00	16:04	16:11	16:13	16:22	16:31	17:23	17:31	17:40	17:42	17:49	17:54	18:05	18:10	18:12	( 18:35)	
545 - 3			16:09	16:12	16:17	16:30	16:34	16:41	16:43	16:52	17:01	17:54	18:01	18:09	18:11	18:18	18:23	18:31	18:35	18:37		
545 - 2			16:39	16:42	16:47	17:00	17:04	17:11	17:13	17:22	17:31	18:24	18:31	18:38	18:40	18:47	18:52	19:00	19:04	19:06		
545 - 5			17:09	17:12	17:17	17:30	17:34	17:41	17:43	17:52	18:01	18:55	19:01	19:08	19:10	19:17	19:22	19:30	19:34	19:36		
545 - 4			17:39	17:42	17:47	18:00	18:04	18:11	18:13	18:22	18:31	19:25	19:31	19:38	19:40	19:47	19:52	20:00	20:04	20:06		
545 - 6			18:11	18:14	18:19	18:30	18:34	18:41	18:43	18:52	19:00	19:55	20:01	20:08	20:10	20:17	20:22	20:30	20:34	20:36	( 21:01)	
545 - 2			18:47	18:50	18:55	19:05	19:09	19:16	19:18	19:25	19:32	20:25	20:31	20:38	20:40	20:47	20:52	21:00	21:04	21:06		
545 - 5			19:17	19:20	19:25	19:35	19:39	19:46	19:48	19:55	20:02	21:25	21:31	21:38	21:40	21:47	21:52	22:00	22:04	22:06	( 20:50)	
545 - 4			19:47	19:50	19:55	20:05	20:09	20:16	20:18	20:25	20:31	22:25	22:31	22:38	22:40	22:47	22:52	22:59	23:03	23:05		
545 - 6			20:18	20:21	20:25	20:34	20:38	20:45	20:47	20:54	21:00										( 23:19)	
545 - 5			21:18	21:21	21:25	21:34	21:38	21:45	21:47	21:54	22:00										( 24:17)	
545 - 6			22:18	22:21	22:25	22:34	22:38	22:45	22:47	22:54	23:00											
545 - 5			23:17	23:20	23:24	23:32	23:36	23:43	23:45	23:52	23:58											

## ST Express Bus Route 540

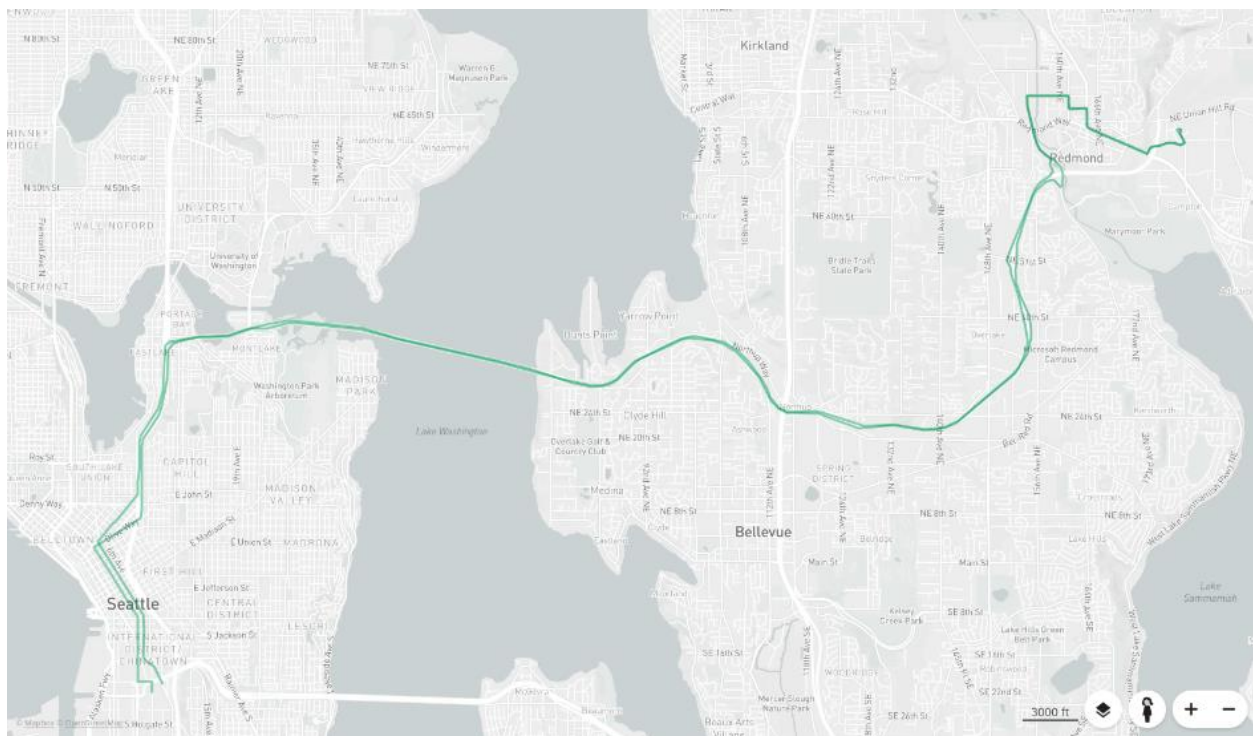




## ST Express Bus Route 542



## ST Express Bus Route 545



**END OF SECTION TWO**